Addendum 7.1.1: Communication Link: Community Pricing Panel report

Regulatory proposal for the ACT electricity distribution network 2024–29

Communication Link

Evoenergy – Electricity Community Pricing Panel

Appendices

Ask.
Listen.
Understand.
Achieve.

Contents

1. About the Community Pricing Panel

To complement the work of the EN24 Community Panel, an additional panel was established to allow for deeper exploration of pricing issues and the development of Evoenergy's Tariff Structure Statement.

The members of the subpanel were required to discuss and deliberate pricing matters related to the ACT's electricity network. They were be provided with access to data, information and experts to validate claims and ensure transparency.

The Pricing Panel was comprised of 30 randomly selected participants, including some participants from the Community Panel. The panel met five times between May and October 2022. The outcomes of their deliberations were presented to Meeting 5 of the Community Panel.

Table 1. Community Pricing Panel meetings

Meeting dates	Key areas of discussion
Meeting 1 12 April 2022	• What is a Community Panel and how will it work • Electricity Networks 101 • Electricity Network Monopolies • Electricity Tariffs • Network Costs
Meeting 2 26 April 2022	• Network tariff structures • Electric vehicle emerging trends and network impacts • Overview of solar in the ACT and impacts on tariffs • Residential battery storage and network impacts • Future network scenarios
Meeting 3 17 May 2022	• Evoenergy future tariff changes • Time of use, demand, and battery tariffs
Meeting 4 31 May 2022	• Tariff options and bill impacts • Export tariffs - pros and cons of assignment options
Meeting 5 14 October 2022	• Proposed tariff reforms

2. Community Pricing Panel Handbook

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Community Pricing Panel

Community Panellist Handbook

April 2022

Acknowledgment 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 Pricing Panel

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

The Community Pricing Panel comprises 30 people who represent the diverse nature of Canberra. On Tuesday 12 April you will join 29 other panellists to come together and provide customer views and expectations about how we price electricity network services in the ACT.

The Community Pricing Panel will discuss key pricing matters related to the ACT's electricity network. Feedback on potential pricing reforms will help shape Evoenergy's 2024–29 tariff structure statement to be submitted to the Australian Energy Regulator (AER) in January 2023.

The Community Pricing Panel will initially meet for four workshops in April and May 2022. Evoenergy will then publicly release a draft tariff structure statement in August 2022. Following public consultation on this draft, the Community Pricing Panel may reconvene later in 2022 to discuss any final issues before the tariff structure statement is submitted to the AER (January 2023).

Once the AER has reviewed Evoenergy's tariff structure statement, they may release a 'draft decision' around September 2023. This draft decision may raise issues on which the Community Pricing Panel can provide feedback. Hence, the Community Pricing Panel may reconvene for a final workshop in late 2023 to discuss the AER's draft decision and provide guidance on Evoenergy's final tariff structure statement that will apply from 1 July 2024 to 30 June 2029.

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

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

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Administrative information

Key dates

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

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:**
  Tuesday 12 April 2022, 5pm–7:30pm
  – to be held online
- **Meeting 2:**
  Tuesday 26 April 2022, 5pm–7:30pm
  – to be held online
- **Meeting 3:**
  Tuesday 17 May 2022, 5pm 7:30pm
- **Meeting 4:**
  Tuesday 31 May 2022, 5pm 7:30pm
- **Meeting 5:**
  To be confirmed. Expected to be between September and November 2022.
- **Meeting 6:**
  To be confirmed. Expected to be between September and November 2023.

Venue

Meeting 1 will be held virtually via Zoom. The remaining meetings may be held online or via a hybrid arrangement (i.e. some participants online and others in person). If meetings are to be held via a hybrid arrangement, the location will be confirmed later, pending ACT COVID-19 restrictions.

Media and photography

As part of documenting the Community Pricing Panel process and building interest among other Canberrans in the future of our energy supply, Evoenergy will take photos and video footage during workshops. 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**..

Confidentiality

As members of the Community Pricing Panel you are not required to sign any confidentiality or nondisclosure agreements. Evoenergy requests that as a member of the Community Pricing 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 Pricing 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, 5 and 6.

Community Pricing Panel Background

As Canberra's local energy distributor, Evoenergy is responsible for managing and operating the electricity network, and one of the most important things Evoenergy does is plan for future investment to ensure the network meets your needs now and into the future.

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

What is the community pricing panel?

The Community Pricing Panel is a mix of people, representing the broader Canberra community. The Community Pricing Panel participants will be offered detailed information on Evoenergy's network pricing and the regulatory environment.

The Community Pricing Panel will consider feedback gathered through other engagement activities, such as the Engagement Website **www.engagewithenergy.com.au**.

The Community Pricing 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

As a member of the Community Pricing Panel your role includes the following responsibilities:

- Commit to the process – attend all workshops and actively participate in discussion.
- Have respect for, and patience with, the views and opinions held by other panel members, subject matter experts and the Evoenergy team.
- Review and consider material provided to the panel and ask questions to ensure understanding of the 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 the broader organisation's views during the Community Pricing Panel workshops.

To support the Community Pricing Panel, Evoenergy undertakes to deliver the following.

- A high level of organisation and logistical support to the work of the Community Pricing Panel
- Provide the Community Pricing Panel with appropriate, accurate and timely information.
- Present the Community Pricing Panel with balanced and informed subject matter experts where required.
- Accurately report the discussion and decisions of the Community Pricing Panel.
- Be available to answer questions from members of the Community Pricing Panel.
- Ensure that all Community Pricing Panel members are treated equally, fairly and with respect.

Keeping the community informed

To keep the community informed on the work of the Community Pricing Panel, meeting reports will be posted to the Evoenergy engagement website **www.engagewithenergy.com.au**

Facilitation

All meetings will be facilitated by Communication Link. Throughout the delivery of the Community Pricing 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
- publicly available background materials reviewed to ensure they are accessible and easily understood, and
- accurately recorded queries and Evoenergy responses.

Meetings will be held as per the schedule provided.

Key contacts

Community Pricing Panel Facilitation

Evoenergy has engaged Communication Link to facilitate the Community Pricing 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.

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

Emily Brown, Evoenergy's Group Manager Regulatory Pricing, oversees consumer engagement for this regulatory process. Emily will attend all meetings of the Community Pricing Panel and can be contacted by email on **emily.brown@actewagl.com.au**

Program overview

The Community Pricing Panel will initially meet 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.

Meeting 1
Tuesday
12 April 2022
5pm–7:30pm

- Overview of the Community Pricing Panel
- Electricity network overview
- Regulatory process

Meeting 2
Tuesday
26 April 2022
5pm–7:30pm

- Clarification and understanding from meeting 1
- Explore the future electricity network
- Electricity network pricing in the future

Meeting 3
Tuesday
17 May 2022

- Explore suitable pricing solutions for the future electricity network
- Analyse possible changes to current pricing options

Meeting 4
Tuesday
31 May 2022

- Evoenergy to report on modelling of proposed pricing solutions
- Discuss benefits and challenges of proposed pricing solutions

Meeting 5
TBC
Sept-Nov 2022

- Consider issues raised through public consultation of draft tariff structure statement (released August 2022)
- Discuss final issues before tariff structure statement is submitted to the AER (in January 2023)

Meeting 6
TBC
Sept-Nov 2023

- Consider issues that may have been raised by the AER in their draft decision on Evoenergy's tariff structure statement

Presentations and virtual tools

Throughout the Community Pricing 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** –some presentations will be supported by background documents providing further information for members of the Community Pricing Panel.

Zoom

Panellists joining the workshops virtually will connect via the web-based conferencing platform Zoom. If you are new to using Zoom, we have included a detailed guide to getting started with Zoom (in your Community Pricing Panel pack). 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 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**.

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 Mural board.

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3. Community Pricing Panel Consumer Guide

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Consumer guide to engaging on Evoenergy's Tariff Structure Statement

Evoenergy's electricity network
Tariff Structure Statement
for 1 July 2024 to 30 June 2029

April 2022

Acknowledgment of Country

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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 Canberrans 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 the operation of 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 TSS 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 electricity 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 the following:

- 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 electricity consumers and seek their feedback on our plans. We provide an overview of the timing and associated processes 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 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 TSS, we'll engage with the community across three stages.

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

  Understanding consumer values to inform the draft TSS.

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

  Using the feedback provided, we will produce a draft TSS. We will come back to the community for more feedback on this.

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

  After submitting our TSS, the regulator will review it and we will consult further on any elements that need further development.

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 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 TSS.

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

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

- **Community Pricing Panel**

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

  The Community Pricing Panel comprises 30 participants and will meet up to six times during the consultation program in Phase 1, 2 and 3. The Community Pricing Panel participants will be offered detailed information on Evoenergy's pricing strategy and the regulatory environment. They will be asked for their views on a range of pricing matters to help inform the TSS submission.

- **Engagement Website – engagewithenergy.com.au**

  We have developed a new engagement website www.engagewithenergy.com.au where consumers can view the engagement timeline and 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[1] hinges on the submission of Evoenergy's proposed TSS at the end of January 2023. This submission will reflect the plan developed by Evoenergy in consultation with customers and other stakeholders. In September 2023, the regulator is expected to publish its draft decision on the TSS.

The regulator's draft decision will provide an indication of the parts of the proposal that need to be changed or further supported.

Evoenergy will respond to the matters raised through the regulator's draft decision in a revised TSS within weeks of the draft decision.

The regulator is expected to publish its final decision on the revised TSS by the end of April 2024, 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 TSS is Evoenergy's publication of a draft TSS in August 2022.

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

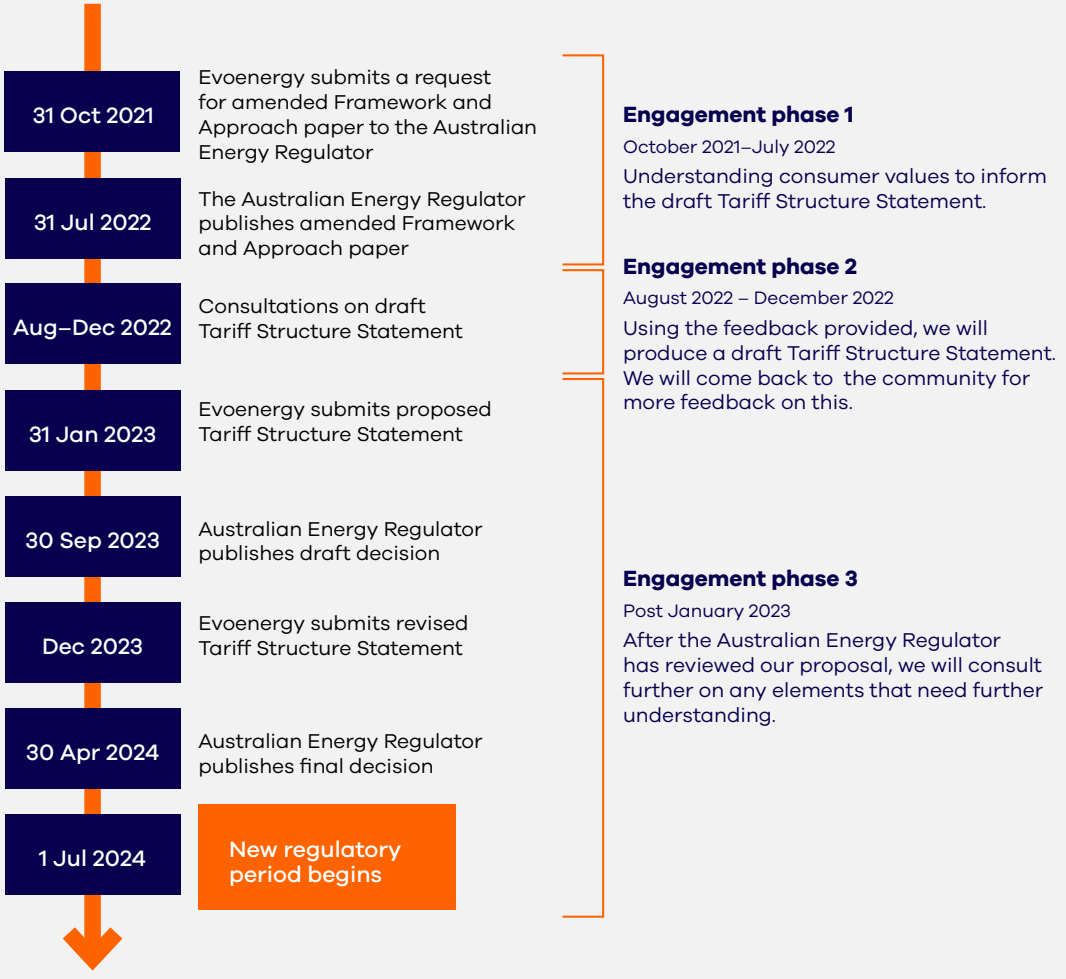


Figure 1 Regulatory and consumer engagement timeline for Evoenergy's 2024-29 Tariff Structure Statement

1 This process is set out in the National Electricity Rules.

2. Our electricity network

It is important to understand the role of Evoenergy and of our electricity network. We do not buy and sell electricity: we transport electricity through our network of poles and wires, underground cables, and other infrastructure, to homes and business. We charge electricity retailers to transport electricity through our network, and this cost is passed on to electricity 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.

In the past all of the electricity entered the ACT from large generators on high voltage transmission lines, to be transferred to our distribution network and on to end users. Now much of the electricity is generated 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 Evoenergy 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 electricity from generators within the national electricity network and then sell it to you via their retail tariffs. The prices within the retail tariffs include the cost of generating the electricity 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. This simplified one-way flow 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 solar generation and battery storage in the distribution network is an important issue being addressed in our TSS for the 2024–29 regulatory period.

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

Evoenergy snapshot

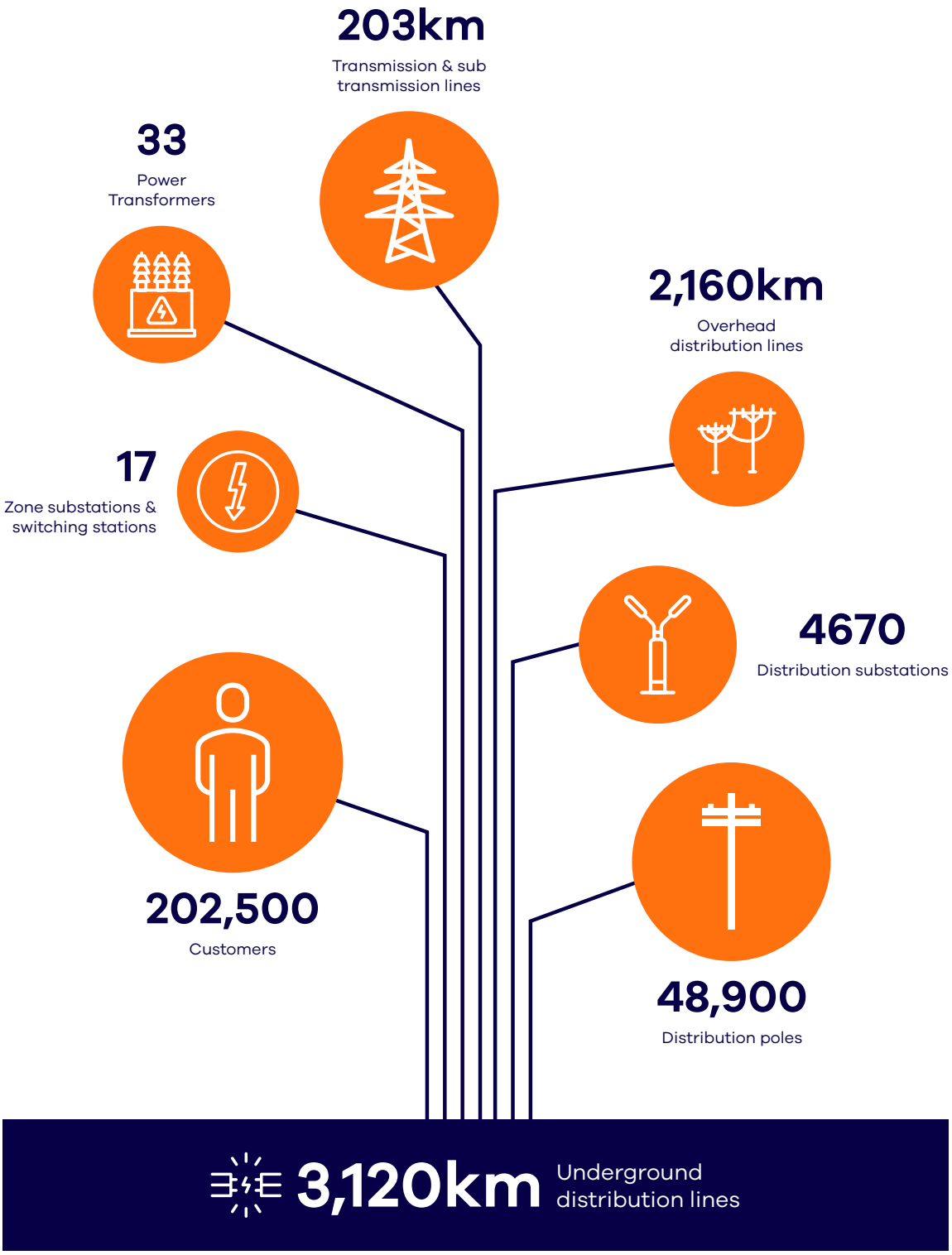


Figure 2 Some facts about Evoenergy's electricity distribution network. *Note: Data correct at December 2020.*

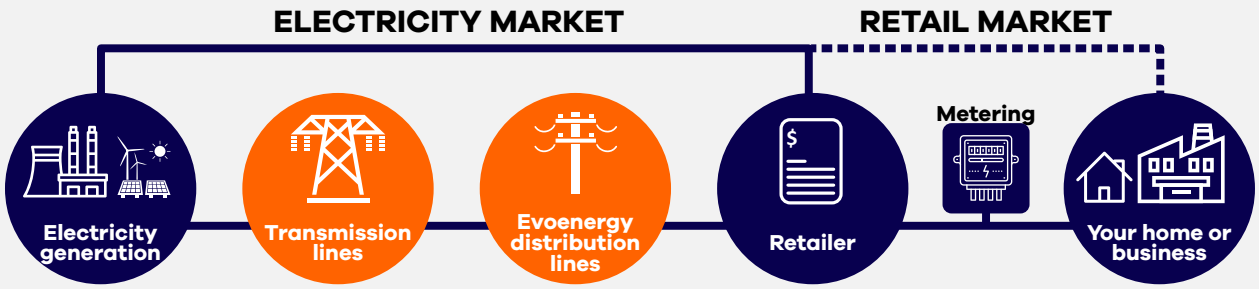


Figure 3 The electricity supply chain. From engagewithenergy.com.au

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** – maintaining and operating electricity meters on premises.
- **Transmission costs** – delivering electricity from the power plants through high voltage lines to substations.[2]
- **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.

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

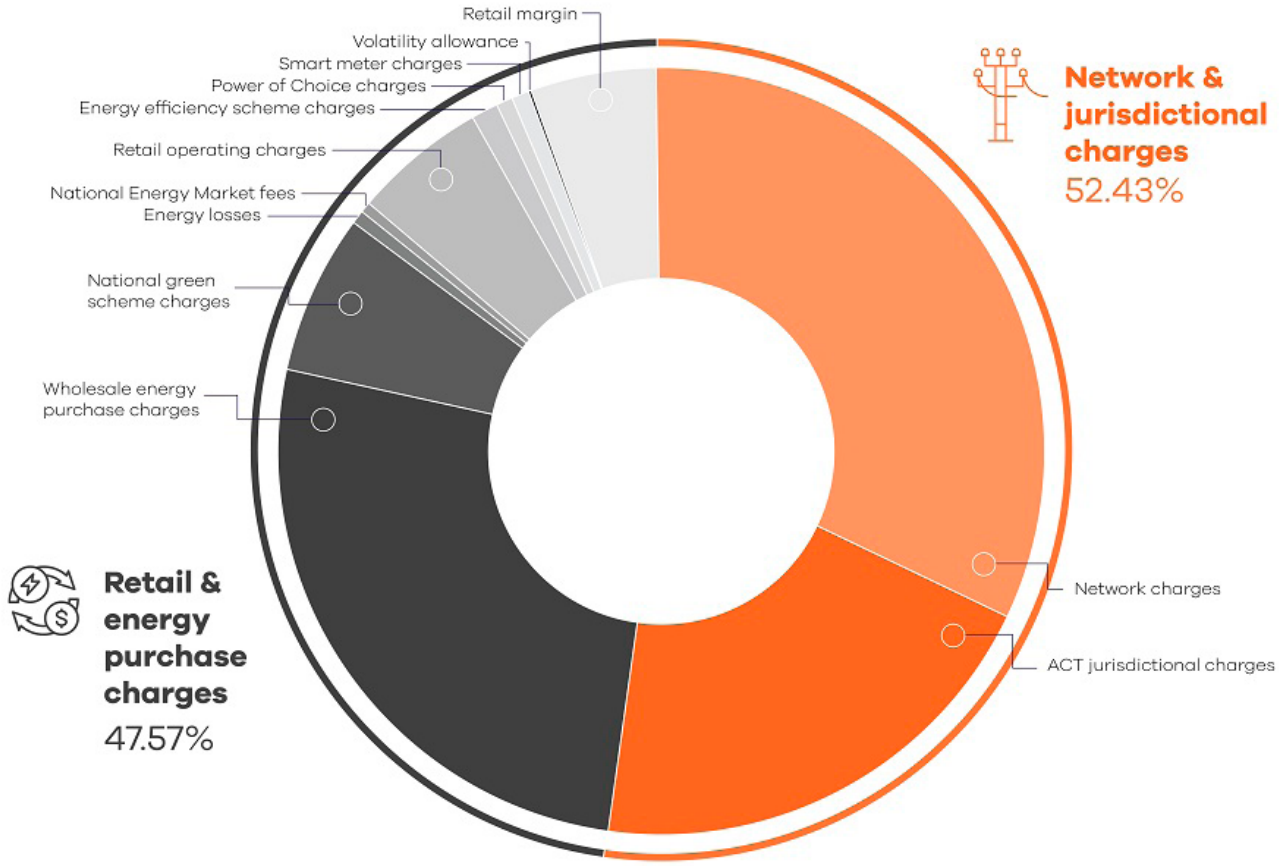


Figure 4 Components of average annual electricity bill (2021/22). Source: Independent Competition and Regulatory Commission, Retail electricity price recalibration 2021–22: standing offer prices for the supply of electricity to small customers, 2021.

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 TSS submission (2024-29) will be a critical time for our electricity network as we move towards 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 TSS.

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 the uncertainty associated an effective and least cost pathway to achieve this target. 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 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 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, the Australian Energy Market Commission recently made changes to the National Electricity Rules. As we develop our 2024-29 TSS 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 the traditional 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.

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 regulator'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 regulator also recognises that shareholders and lenders who fund those assets must be paid a commercial return on their investment. The regulator 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 electricity 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 usage).

Within each of the areas of operating 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.

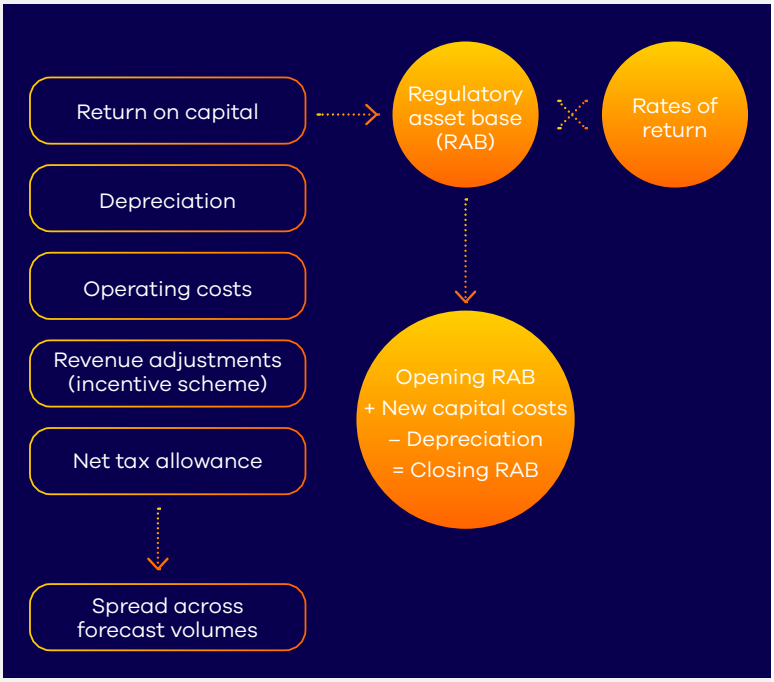


Figure 5 The revenue building blocks

4.2 Operating costs

Operating expenditure is used for the electricity network's regular and ongoing maintenance and operation, including day-to-day expenses such as staff, equipment, and training.
Our network operations include managing vegetation encroaching on the 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.

For every $100 of operating costs*

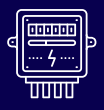
$64
network operations and maintenance

Operating the network requires 24/7 monitoring and control. Maintenance is important to ensure the network is in good condition and some of this work involves emergency response and responding to customer enquiries.

$6
vegetation management

Vegetation management helps to keep our network safe. Costs cover inspections and clearing of vegetation, including backyard reticulation.

$6
metering services



Metering services include meter reads, data validation, and meter inspections.

$24
business support

This includes costs related to corporate services, legal and business services functions.

*These figures are averaged over the five-year period ending 2020-21.

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, 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.

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

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. Capital projects often focus on network augmentation to ensure capacity and reliability of the network are maintained.

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 are listed below.

- 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.

For every $100 of capital costs*

$32
connect new customers

The ACT is growing, and the electicity network must be accessible to new residential developments as well as new business operators.

$16
non-network expenses

This includes expenditure related to IT and communications, buildings and property management, and motor vehicles.

$18
replace ageing infrastructure

To maintain the reliability and safety of the network for the long term, we need to refurbish and replace infrastructure as it ages.

$13
growing our capacity

As the number of customers and demand for electricity grows, we need to cater for peak periods, such as the very cold days when many people have their heaters on.

$21
capitalised business costs

This includes costs related to corporate services, legal and business services functions in providing the capital works program.

*These figures are averaged over the five-year period ending 2020-21.

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 electricity 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 price signals about the times of day at which is it more and less expensive to use electricity. This provides electricity consumers with the information they need to optimise their electricity usage and reduce the network component of 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 electricity consumers understand how to take advantage of Evoenergy's tariffs by managing their usage to enable consumers to reduce the network component of their electricity bill. 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 electricity 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 electricity 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 to invest in additional 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 electricity consumers and retailers about the way to further improve the electricity network price signals we send consumers through network tariffs.

Opportunities to learn more and have your say

As we develop our TSS for the 2024-29 period, 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, and that are affordable, safe, and reliable.

To have your say visit www.engagewithenergy.com.au to learn more and provide your feedback.

evoenergy

4. Community Pricing Panel Composition

The Community Pricing Panel

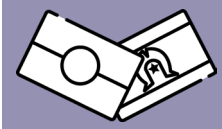
29 people

MALE **48%** FEMALE **52%**

28% identify as a person with a disability

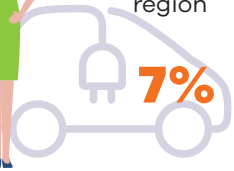
Age

35-44	17%
45-54	24%
55-64	38%
64 +	21%



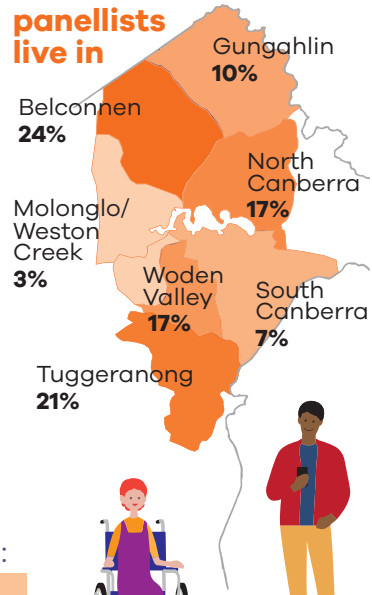
3% identify as Aboriginal or Torres Strait Islander

6% operate a business in the Canberra region



7% own an electric vehicle or intend to buy one in the next 5 years

Our panellists live in

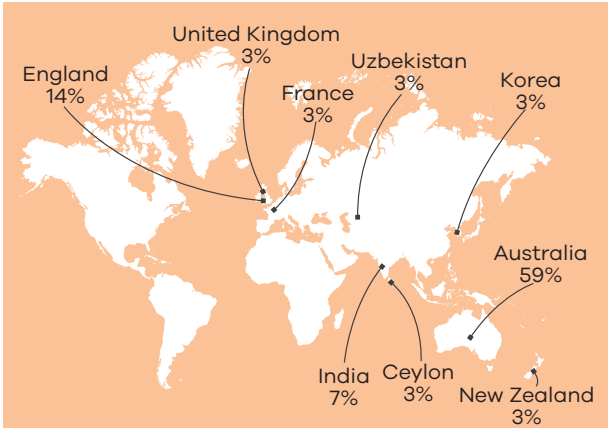


69% homeowners

31% renters

CULTURAL DIVERSITY

Our panellists were born in:



31% have a solar system installed at home

10% have residential battery storage

5. Technical meeting agendas

EN24 Community Pricing Panel Meeting #1

Technical Agenda (not for public distribution)

Date: Tuesday, 12 April, 5:00pm – 7:30pm
Participants: approx. 35 participants
Venue: Online via Zoom – using Slido
Facilitator: Ellen Samuels

Presentations and Q&A (1 hour 45 mins at present)
Interactive activity (40 mins at present)
Breaks (5 mins at present)

Session purpose:

- Provide participants with a general understanding of:
  - the purpose of TSS engagement;
  - the existing tariff structure;
  - the regulatory environment;
  - how the electricity network operates in relation to tariffs; and
  - why tariffs are currently structured the way they are.

Time	Activity	Responsibility	Technical elements	Purpose
4 days prior	Distribute Zoom technical guide by email to participants. Test Mural page open for participants to practice if they wish.	CL	• Guide documents • Test Mural site	Provide information to participants early for those who may wish to understand the technology beforehand.
1630	**Technical check** Open presentation files Check connection	CL		Ensure everything is as required to make the session work well and ensure a timely start.
1645	Zoom meeting starts	CL	• CL and Evoenergy staff admitted only.	Technical opportunity to check all is working
1700	Meeting opens to all participants	CL		Allow participants to access the workshop and give technical support if required.

Time	Activity	Responsibility	Technical elements	Purpose
1700 (5 mins)	Workshop starts Welcome to participants: • Acknowledgement of country • Technical housekeeping/practice • Presentation of workshop objectives, outline of agenda and process	Ellen	• Welcome/ title slides	Bring proceedings to order. Ensure everyone understands the purpose and format of the workshop.
1705 (5 mins)	Introduction/ice-breaker *Each person to use chat to answer ice-breaker questions* *What suburb do you live in?*	Ellen	• PowerPoint slides	
1710 (5 mins)	Overview of engagement process • What is the Community Pricing Panel and how will it work? • Aims and objectives • Outputs • Who is Evoenergy (and who Evoenergy isn't) • Introduce speakers from Evo.	Ellen	• PowerPoint slides	Ensures everyone has clear expectations for the session.
1715 (5 mins)	Critical thinking presentation	Ellen	• PowerPoint slides	Understand deliberative processes and critical thinking skills
1720 (5 mins)	Activity 1 – Critical Thinking *Determining our values and rules of engagement* *Slido activity - This is important to me when I participate in community discussions*	Ellen/ All	• Slido/discussion	Ensuring participants have a shared sense of how the group will operate and function
1725 (5 mins)	Official Welcome • Peter Billing	Ellen/ Peter	• PowerPoint slides	Provide an official welcome to participants.

Time	Activity	Responsibility	Technical elements	Purpose
1730 (25 mins)	Electricity Networks 101 Electricity Network Participants and Stakeholders Show these participants along the line diagram linking the generators to the house • Generator • Networks • Retailers • Government • Customers Participants to add questions in the Zoom chat Questions and discussion	Emily	• PowerPoint slides • Zoom chat	Provide information about the concept of the basic energy market from generator to the house (one way flow) / supply chain diagram Share information of the various network participants Ensure clarity amongst participants
1755 (15 mins)	Network is a monopoly • What is a monopoly • Why networks are natural monopolies • Benefits / issues with a natural monopoly • Regulation of a monopoly Questions	Emily	• PowerPoint slides	Provide an overview on monopolies and explanation on how networks are monopolies Ensure clarity amongst participants
1810 (10 mins)	Activity #2 - monopolies *Slido - Identify types of monopolies*	Ellen / All	• Slido	Ensuring participants have an understanding of what types of companies are monopolies
1820 (5 mins)	Leg stretch		•	
1825 (20 mins)	Tariffs • Network Tariffs • Retail Tariffs • Tariff Structure Statement Questions	Luke	• PowerPoint slides (	Introduce the regulatory process and Tariff structures
1845 (10 mins)	Activity #3 - tariffs *Slido activity '- before today did you know....*	Ellen/ All	• Slido	Ensure panellists have and understanding of tariffs and distributor / retailer roles

Time	Activity	Responsibility	Technical elements	Purpose
1855 (20 mins)	Network costs / Network design • ACT network loads / profiles • Cost reflectivity • Current tariffs • Tariff assignment policy • The future network	Luke / Emily	• PowerPoint slides	Identify network constraints and introduce future networks
1915 (10 mins)	Activity #4 – future session *Slido - what would you be interested in exploring in future sessions?*	Ellen/ All	• Slido	Validate understanding of tariffs and distributor/retailer roles
1925 (5 mins)	Next meeting *Discuss focus areas for next meeting, meeting format (likely online) and final participant questions*	Ellen/ All		Introduce topics of focus for the next meeting and highlight initial questions from participants
	Activity #5 – Reflections and feedback *Slido – Reflections and feedback survey questions*	Ellen/ All	Slido	Validate understanding of tariffs and distributor/retailer roles
1930	Thank you and session close	Ellen		Thank everyone for their contribution and outline avenues to ask questions and manage expectations for next meeting

EN24 Community Pricing Panel Meeting #2

Technical Agenda (not for public distribution)

Date: Tuesday, 26 April, 5:00pm – 7:30pm
Participants: approx. 35 participants
Venue: Online via Zoom – using Mural and Slido
Facilitator: Helen Leayr

Presentations (45 mins at present)
Interactive activity (40 mins at present)
Questions (30 mins at present)
Breaks (5 mins at present)

Session purpose:

- Explore how the electricity network is changing. This will include covering technological changes such as:
  - rooftop solar;
  - home batteries; and
  - electric vehicles.
- We will explore the benefits and challenges associated with each one of these technologies.
- Reflect on what we have heard already from the broader Community Panel discussions.

Time	Activity	Responsibility	Technical elements	Purpose
4 days prior	Distribute Zoom technical guide by email to participants.	CL	• Guide documents • Test Mural site	Provide information to participants early for those who may wish to understand the technology beforehand.
1630	**Technical check** Open presentation files Check connection	CL		Ensure everything is as required to make the session work well and ensure a timely start.
1645	Zoom meeting starts	CL	• CL and Evoenergy staff	Technical opportunity to check all is working
1700	Meeting opens to all participants	CL		Allow participants to access the workshop and give technical support if required.

Time	Activity	Responsibility	Technical elements	Purpose
1700 (10 mins)	Workshop starts Welcome to participants: • Acknowledgement of country • Technical housekeeping/practice • Presentation of workshop objectives, outline of agenda and process • Presentation of draft summary from Meeting 1	Helen	• Welcome/ title slides	Bring proceedings to order. Ensure everyone understands the purpose and format of the meeting. Ensure that the group is comfortable with the record of meeting 1.
1710 (5 mins)	Activity – Ice breaker *Refresh participants memory of key discussion item at Meeting 1.* *Share a new word or technical term you learnt at the first workshop – using the chat.*		• Chat	Provide an opportunity for people to share some of their thoughts on what they've heard so far.
1715 (5 mins)	Recap of session 1. • Provide an overview of electricity supply chain functions • Provide an overview of tariff structures	Emily	• PowerPoint slides	Equip participants with knowledge to provide informed feedback on Evoenergy's future tariff structure.
1720 (10 mins)	Current Tariff Structures • Provide an overview of electricity supply chain functions • Provide an overview of tariff structures	Emily	• PowerPoint slides	Equip participants with knowledge to provide informed feedback on Evoenergy's future tariff structure.
1730 (5 mins)	Activity #1: What do we need to consider to make an informed decision about changes to Evoenergy's future tariff structure?		• Slido	Ensure participants understanding network challenges
1735 (10 mins)	Electric Vehicles • EV impacts upon the grid • Network challenges and opportunities	Emily	• PowerPoint slides	Provide participants with an understanding of EVs in the ACT and emerging trends and impacts on tariffs
1745 (5 mins)	Questions and discussion	Helen/ Emily		Ensure clarity amongst participants
1750 (10 mins)	Technical pause – move to Mural	Helen/Amelia	Mural	

Time	Activity	Responsibility	Technical elements	Purpose
1800 (10 mins)	Activity #2: What other network challenges and opportunities might Evoenergy face as EV uptake continues?		• Mural	Ensure participants understanding network challenges
1805 (5 mins)	Electric Vehicles - Survey	Emily/Luke	• PowerPoint slides	Provide information to participants on trends and impacts of EV usage.
1810 (5 mins)	Questions and discussion	Helen/ Emily	Discussion and Zoom chat	Ensure clarity amongst participants
1815 (5 mins)	Break			
1820 (15 mins)	Solar • Overview of Solar in the ACT - The duck curves	Emily/Luke	PowerPoint slides	Provide information to participants on the impact of solar on the grid and tariffs
1835 (10 mins)	Activity #3 - Is it fair that all customers pay for network upgrades to increase intrinsic hosting capacity/enable more exports, or should only those who export pay those costs?	Helen / All	• Mural	Ensuring participants have an understanding of how a future network can impact customers. Prompt participants to consider unintended consequences
1845 (5 mins)	Household Batteries • Overview of batteries in the ACT • Network impacts	Emily/Luke	• PowerPoint slides	Provide information to participants on the impact of household battery use on the grid and tariffs
1850 (5 mins)	Questions and discussion	Helen/ Emily	Discussion and Zoom chat	Ensure clarity amongst participants
1855 (5 mins)	Scenarios • How will residential consumers respond	Emily/Luke	• PowerPoint slides	
1900 (10 mins)	• Questions and discussion	Helen/ Emily	• Discussion and Zoom chat	Ensure clarity amongst participants
1910 (5 mins)	Regulatory environment • Recap of the regulatory environment	Emily/Luke	• PowerPoint slides	Ensure participants

Time	Activity	Responsibility	Technical elements	Purpose
1915 (10 mins)	Activity #4 – What potential issues/opportunities arise from this rule change?	Helen / All	• Mural	Ensuring participants have an understanding of how a future network can impact customers. Prompt participants to consider unintended consequences
1925 (5 mins)	Next meeting *Discuss focus areas for next meeting, meeting format (likely online) and final participant questions*	Helen / All		
1930	Thank you and session close Evaluation – Slido	Helen	• Slido	Thank everyone for their contribution and outline avenues to ask questions and manage expectations for next meeting

EN24 Community Pricing Panel Meeting #3

Technical Agenda (not for public distribution)

Date: Tuesday, 17 May 5:00pm – 7:30pm
Participants: approx. 35 participants
Venue: Online via Zoom – using Mural
Facilitator: Helen Leayr

Session purpose:

- Work with panel members to gather ideas and preferences on potential solutions from the consumers which can be modelled
- Ensure any approaches taken have consumer endorsement.
- Reflect on what we have heard already from the broader Community Panel discussions.

Presentations (1 hour 10 mins at present)
Interactive activity (50 mins at present)
Questions (30 mins at present)
Breaks (5 mins at present)

Time	Activity	Responsibility	Technical elements	Purpose
4 days prior	Distribute Zoom technical guide by email to participants.	CL	• Guide documents • Test Mural site	Provide information to participants early for those who may wish to understand the technology beforehand.
1630	**Technical check** Open presentation files Check connection	CL		Ensure everything is as required to make the session work well and ensure a timely start.
1645	Zoom meeting starts	CL	• CL and Evoenergy staff	Technical opportunity to check all is working
1700	Meeting opens to all participants	CL		Allow participants to access the workshop and give technical support if required.

Time	Activity	Responsibility	Technical elements	Purpose
1700 (5 mins)	Workshop starts Welcome to participants: • Acknowledgement of country • Technical housekeeping • Presentation of agenda	Helen	• Welcome/ title slides	Bring proceedings to order. Ensure everyone understands the purpose and format of the meeting.
1705 (5 mins)	Activity – Ice breaker *Refresh participants memory of key discussion item at Meeting 2.* *Before the Pre-reading did you know about the export pricing regulatory change.?*		• Chat	Provide an opportunity for people to share some of their thoughts on what they've heard so far.
1710 (5 mins)	Summary from Meeting 2 • Presentation of draft summary from Meeting 2	Helen	• PowerPoint slides • Discussion	Ensure that the group is comfortable with the record of meeting 2.
1715 (10 mins)	Session 2 recap • EV challenges and opportunities • Solar impacts • Pre-reader	Luke	• PowerPoint slides	Ensures everyone has clear expectations for the session.
1725 (5 mins)	Tariff Options • Evoenergy future tariff changes • Assessment Framework • Pricing principles	Emily	• PowerPoint slides	Provide participants with an understanding of proposed tariff options
1730 (15 mins)	Tariff Options – time of use • Current structure • Future options	Emily	• PowerPoint slides	Provide participants with an understanding of TOU strictures and future options
1745 (10 mins)	Question and Discussion			
1755 (10 mins)	Activity 1 – Time of Use *Using Slido – what TOU option do you prefer?* *Why do you prefer that option?*	Helen/ Emily	• Slido	Gather feedback from participants on preferences for TOU options

Time	Activity	Responsibility	Technical elements	Purpose
1805 (10 mins)	Tariff Options – Demand tariff • Current structure • Future options	Emily	• PowerPoint slides	Provide participants with an understanding of demand tariff options
1815 (10 mins)	Activity 2– Demand Tariff *Using Slido Do you support the proposed changes to the demand tariff (option 1)?* *Why/why not?*	Helen/ Emily	• Slido	Gather feedback from participants on preferences for demand tariff options
1825 (5 mins)	Break		•	
1830 (10 mins)	Tariff Options – New Tariffs • Evoenergy tariff trials • Export charge • Export reward • Battery tariff structures and changes	Luke	• PowerPoint slides	Provide participants with an understanding of new tariff options
1840 (10 mins)	Question and Discussion			
1850 (10 mins)	Activity 3– New Tariff *Using Slido Do you support the proposed changes to the battery tariff?* *Why/why not?*	Helen/ Luke	• Slido	Understand participants preference for a new batter tariff.
1900 (10 mins)	Tariff assignment • Evoenergy tariff trials • Export charge • Export reward Battery tariff structures and changes	Emily	• PowerPoint slides	Provide participants with an understanding of new tariff options
1910 (10 mins)	Activity 4– Tariff assignment *Using Slido Which tariff assignment option do you prefer?* *Why/why not?*	Helen/ Emily	• Slido	Understand participants preference for tariff assignment.

Time	Activity	Responsibility	Technical elements	Purpose
1920 (5 mins)	Next meeting • Confirmation of selected solutions and more on export tariffs	Helen / All		
1930	Thank you and session close	Helen		Thank everyone for their contribution and outline avenues to ask questions and manage expectations for next meeting

EN24 Community Pricing Panel Meeting #4

Technical Agenda (not for public distribution)

Date: Tuesday, 31 May 5:00pm – 7:30pm
Participants: approx. 35 participants
Venue: Online via Zoom – using Slido
Facilitator: Helen Leayr

Session purpose:

- Work with panel members to gather ideas and preferences on potential solutions from the consumers which can be modelled
- Ensure any approaches taken have consumer endorsement.
- Reflect on what we have heard already from the broader Community Panel discussions.

Presentations (1 hour 40 mins at present)
Interactive activity (30 mins at present)
Questions (15 mins at present)
Breaks (5 mins at present)

Time	Activity	Responsibility	Technical elements	Purpose
4 days prior	Distribute Zoom technical guide by email to participants.	CL	• Guide documents	Provide information to participants early for those who may wish to understand the technology beforehand.
1630	**Technical check** Open presentation files Check connection	CL		Ensure everything is as required to make the session work well and ensure a timely start.
1645	Zoom meeting starts	CL	• CL and Evoenergy	Technical opportunity to check all is working
1700	Meeting opens to all participants	CL		Allow participants to access the workshop and give technical support if required.

Time	Activity	Responsibility	Technical elements	Purpose
1700 (5 mins)	Workshop starts Welcome to participants: • Acknowledgement of country • Technical housekeeping • Presentation of agenda	Helen	• Welcome/ title slides	Bring proceedings to order. Ensure everyone understands the purpose and format of the meeting.
1705 (5 mins)	Activity – Ice breaker *Impact of today's cold weather. Who's had their heater going already?* *Do you think you'll change the way you'll approach heating your home based on what you've learned in the panel?*		• Chat	Provide an opportunity for people to share some of their thoughts on what they've heard so far.
1710 (5 mins)	Summary from Meeting 3 • Presentation of draft summary from Meeting 3	Helen	• PowerPoint slides • Discussion	Ensure that the group is comfortable with the record of meeting 3.
1715 (5 mins)	Session 3 recap • Export charges and rewards • Evoenergy's tariff assignment	Emily	• PowerPoint slides	Ensures everyone has clear expectations for the session.
1720 (20 mins)	Tariff options: annual network bill impacts • Time of Use • Demand • Battery	Emily	• PowerPoint slides	Provide participants with an understanding of proposed tariff options
1740 (5 mins)	Activity 1 – slido Is the price impact reasonable? yes / no How well do you think the tariff changes address concerns about future network use? Rating – 1=not well, 3=don't know 5=very well,	Helen/ Emily	• Slido	Gather feedback from participants on bill impacts and concerns about future network use
1745 (5 mins)	Question and Discussion			
1750 (15 mins)	Export tariffs • Export pricing	Luke	• PowerPoint slides	Provide participants with an understanding of demand tariff options

Time	Activity	Responsibility	Technical elements	Purpose
1805 (10 mins)	Activity 2 How important is it that Evoenergy offers an export charge and reward in a tariff?	Helen/ Emily	• Slido	Understand participants preference for timing
1815 (5 mins)	Break		•	
1820 (15 mins)	Export tariffs: assignment	Emily	• PowerPoint slides	Provide participants with an understanding of assignment options
1835 (5 mins)	Question and Discussion *What other pros or cons do you see for each option?* • *Option 1: mandatory assignment for all export customers* • *Option 2: mandatory assignment for all new export customers* • *Option 3: opt-in for export customers*	All	• Zoom	
1840 (5 mins)	Activity 3 – Which option do you prefer? • Option 1: mandatory assignment for all export customers • Option 2: mandatory assignment for all new export customers • Option 3: opt-in for export customers	Helen	• Slido	Gather feedback from participants on preferences for assignment options
1845 (15 mins)	Export tariffs: Timing	Emily	• Powerpoint slides	Provide participants with an understanding of the timing issues
1900 (5 mins)	Question and Discussion *What other pros and cons do you see regarding timing of implementation?* *Short term: 1 July 2024* *Long term: 1 July 2029*	All	• Zoom	
1905 (5 mins)	Activity 4 – Which timing do you prefer? • Short term: 1 July 2024 • Long term: 1 July 2029 Why?	Helen/ Emily	• Slido	Understand participants preference for timing

Time	Activity	Responsibility	Technical elements	Purpose
1910 (15 mins)	Recaps • Meeting recaps from previous meetings • What we discussed and what we heard	Emily	• PowerPoint slides	Provide participants with an overview of the discussion from previous meetings
1925	Next steps • Meeting recaps from previous meetings • What we discussed and what we heard	Helen	• PowerPoint slides	Provide participants with an understanding of next steps and regulatory timing
1930	Thank you and session close	Helen		Thank everyone for their contribution

EN24 Community Pricing Panel Meeting #5

Technical Agenda (not for public distribution)

Date: Monday, 24 October 5:00pm – 6:30pm
Participants: approx. 30 participants
Venue: Online via Zoom – using Slido
Facilitator: Helen Leayr

Session purpose:

- Present Evoenergy's proposed tariff reforms for the 2024-29 regulatory period to representative ACT consumers, to gauge their support for Evoenergy's proposal.

Presentations (1 hour 40 mins at present)
Interactive activity (30 mins at present)
Questions (15 mins at present)
Breaks (5 mins at present)

Time	Activity	Responsibility	Technical elements	Purpose
4 days prior	Distribute Zoom technical guide by email to participants.	CL	• Guide documents	Provide information to participants early for those who may wish to understand the technology beforehand.
1630	**Technical check** Open presentation files Check connection	CL		Ensure everything is as required to make the session work well and ensure a timely start.
1645	Zoom meeting starts	CL	• CL and Evoenergy	Technical opportunity to check all is working
1700	Meeting opens to all participants	CL		Allow participants to access the workshop and give technical support if required.

Time	Activity	Responsibility	Technical elements	Purpose
1700 (5 mins)	Workshop starts Welcome to participants: • Acknowledgement of country • Technical housekeeping	Helen	• Welcome/ title slides	Bring proceedings to order. Ensure everyone understands the purpose and format of the meeting.
1705 (5 mins)	Objectives of workshop	Helen / AER	• Welcome/ title slides	Ensures everyone has clear expectations for the session.
1710 (15 mins)	Presentation and discussion of Evoenergy's proposed tariff reforms Changes to tariffs • Residential TOU • Residential demand • Residential energy management	Emily	• PowerPoint slides	Provide participants with an understanding of proposed tariff reforms
1725 (10 mins)	Discussion about changes to tariffs	AER	• PowerPoint slides	Provide an opportunity for participants to discuss changes to tariffs
1735 (5 mins)	Tariff assignment • Presentation on tariff assignments	Emily	• PowerPoint slides	Provide participants with an understanding of demand tariff assignment
1740 (10 mins)	Tariff assignment - Discussion and questions	AER		Provide an opportunity for participants to discuss tariff assignment options
1750 (10 mins)	Customer impacts Presentation on customer impacts		• PowerPoint slides	
1800 (10 mins)	Customer impacts - Discussion and questions	AER		Provide an opportunity for participants to discuss customer impacts
1810 (10 mins)	Export tariffs, assignment, customer impacts • Presentation on tariff assignments	Emily	• PowerPoint slides	Provide participants with an understanding of export tariffs
1820 (10 mins)	Export tariffs - Discussion and questions	AER		

Time	Activity	Responsibility	Technical elements	Purpose
1830 (5 mins)	Summary of feedback			
1830 (2 mins)	NEXT STEPS	Emily	• PowerPoint slides	Provide participants with an understanding of assignment options
1830	Thank you and session close	Helen		Thank everyone for their contribution

6. Meeting summaries

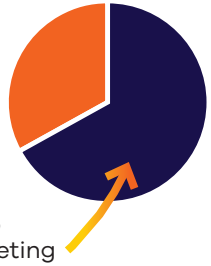
Community Pricing Panel – Meeting 1 Summary

Community Pricing Panel Meeting Timeline

WE ARE HERE

27
Community Pricing Panellists

12
Observers, including members of the ECRC, Consumer Challenge Panel and Evoenergy



Prior to the meeting **67%** of panel members knew that there was Retail and a Network tariff

Presenters

- 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

Facilitator

- Ellen Samuels – Communication Link

Reflections and feedback

Following are some reflections and feedback from the panel members

What was the most interesting thing you learned today?

- There are different tariffs for different customers
- Details on how the price is structured
- What the daily spread of the load on the network looks like
- That the pricing is reviewed every 5yrs
- Despite the economics I did learn stuff
- Government imposed costs account for at least 27% of the cost of electricity (probably much higher after a deep dive)
- learning about the interaction between retailers and distributors
- The number of different components there are when breaking down electricity costs
- How changing consumer landscape can be built into the tariff plans

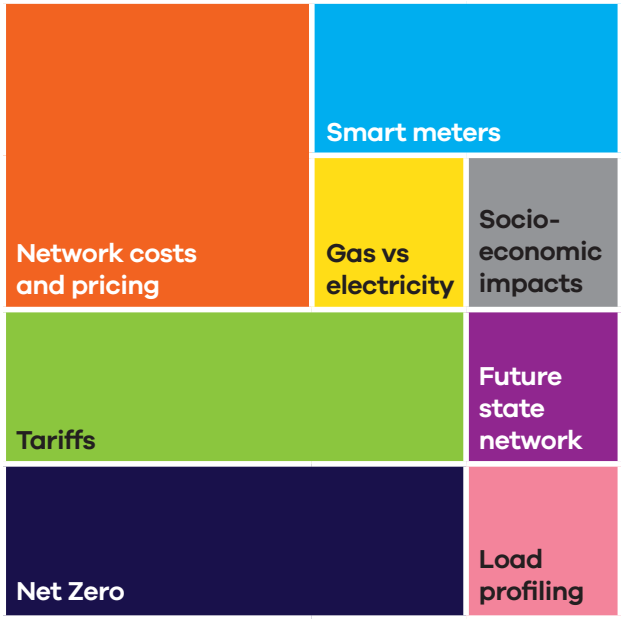
What key message or interesting information from today would you share at a BBQ?

- How it's important to read your electricity bill and understand tariffs you are paying
- Opportunities to potential reduce electricity costs through shifting usage outside of peak periods
- Only 45% of energy costs are the actual power usage and network costs
- Government imposed costs account for at least 27% of the cost of electricity
- That it is a complicated procedure
- All the steps that go to us getting the electricity into our homes

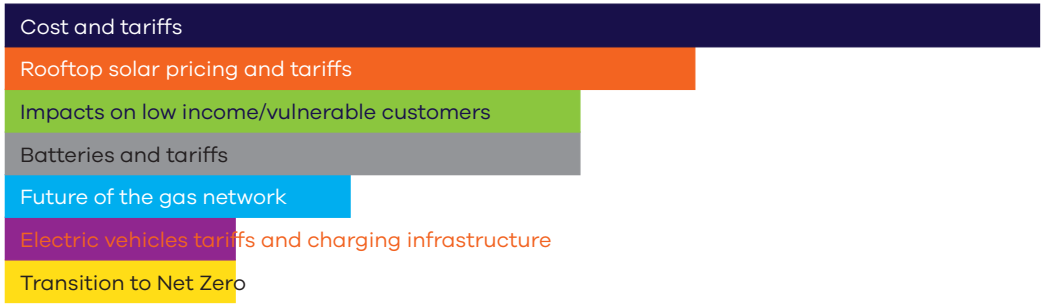
Favourite/least favourite part of the meeting?

- Learning about the different tariffs, was very informative
- Differing perspectives from the group
- Seeing graph breakdown of energy usage
- Favourite: seeing the different responses from the participants on slido
- Least favourite: discussion that occurred without any graphics/slides. Sometimes difficult for me to follow
- Getting a breakdown of the broad cost drivers for electricity
- Lots of talking heads tonight and not much interaction with participants
- Getting a breakdown of the broad cost drivers for electricity.
- Both presentations were excellent and very informative

What would you like to hear about in more detail?



What do panel members want to hear about in future sessions?

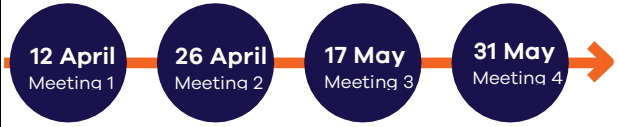


Community Pricing Panel – Meeting 2 Summary

Meeting purpose

- Explore how the electricity network is changing, including technological changes such as:
  - rooftop solar
  - home batteries
  - electric vehicles (EVs).
- Explore the benefits and challenges associated with each one of these technologies.
- Reflect on what we have heard already from the broader Community Panel discussions.

Community Pricing Panel Meeting Timeline



We are here

28
Community Pricing Panelists

16
Observers, including members of the ECRC, Consumer Challenge Panel and Evoenergy

Presenters

- Emily Brown – Group Manager Regulatory Pricing, Evoenergy
- Luke Cowen – Regulatory Economist, Evoenergy
- Lance Hoch – Executive, Director and Chair, Oakley Greenwood

Facilitator

- Helen Leayr – Communication Link

Outcomes and learnings from Meeting 2

Network tariff structures

The following key themes emerged when Panel members were asked *what needed to be considered to make an informed decision about changes to Evoenergy's future tariff structure?*

- Impacts on network costs and electricity bills along with a consideration for tariff choice
- The impact of solar on the current network including cost of network upgrades to accommodate
- The future of the gas network in the ACT
- Impacts on different customer cohorts including low income earners, renters and vulnerable customers who may not be able to access solar, batteries or EV technology

Network challenges and opportunities

Panel members were asked to consider network challenges and opportunities regarding the uptake of solar, home batteries and EVs.

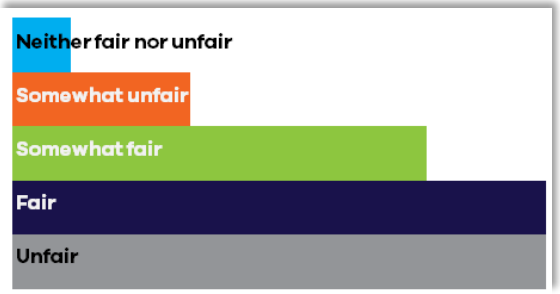
Electric Vehicles (EVs)

Following is a summary of panel responses to the question *what network challenges and opportunities might Evoenergy face as EV uptake continues?*

- An opportunity to improve consumer awareness and influence consumer behavior
- availability of EV charging infrastructure, including public charging and facilities for renters
- The potential for new peak demands on the network
- Opportunity to use EVs to feed electricity back into the network
- Potential impacts on network capacity
- EV uptake will contribute to carbon reduction

Solar

Panel members were asked *is it fair that all customers pay for network upgrades to increase hosting capacity/enable more exports, or should only those who export pay those costs?*



Additional commentary included mixed views such as:

- Concern for those not able to access solar (eg low income or renters)
- All users contribute to power usage so all should share costs of network upgrades
- It is unfair that some customers should cover costs caused by other (such as solar panel owners)

Reflections and feedback

Following are some reflections and feedback from the panel members

What is the most interesting thing you learned today?

- The impact of EVs and household batteries on the network
- How increased solar PV in some households could cost others for network upgrades
- Optimal use for home batteries

What are the key messages or most interesting information from today?

- The concept of intrinsic hosting capacity, and that network upgrades will be necessary if it's exceeded
- The impact of EVs on the network and the choices that can be made with regard to charging
- The benefits of solar PV and home batteries

What would you like to hear about in more detail?

- Costs versus benefits of installing solar PV with or without batteries
- The long term impact of increased solar generation on the electricity grid
- Impacts of export peak and non-peak periods

Community Pricing Panel – Meeting 2 Summary

Meeting purpose

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  - rooftop solar
  - home batteries
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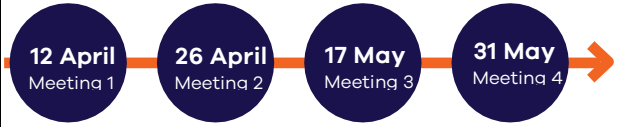
Community Pricing Panel Meeting Timeline



We are here

28
Community Pricing Panelists

16
Observers, including members of the ECRC, Consumer Challenge Panel and Evoenergy

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- Lance Hoch – Executive, Director and Chair, Oakley Greenwood

Facilitator

- Helen Leayr – Communication Link

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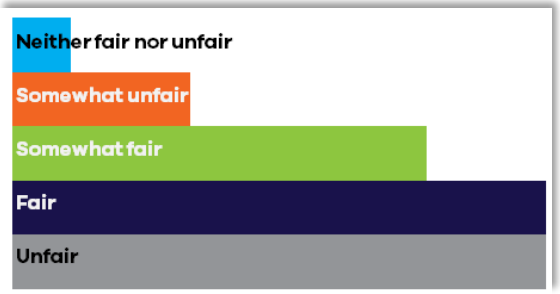

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- The impact of EVs on the network and the choices that can be made with regard to charging
- The benefits of solar PV and home batteries

What would you like to hear about in more detail?

- Costs versus benefits of installing solar PV with or without batteries
- The long term impact of increased solar generation on the electricity grid
- Impacts of export peak and non-peak periods

Community Pricing Panel – Meeting 4 Summary

Meeting Purpose

- Work with panel members to gather feedback and preferences on potential tariff solutions
- Provide insights into bill impacts of potential tariff solutions
- Gather feedback on potential bill impacts

Community Pricing Panel Meeting Timeline

27
Community Pricing Panellists

10
Observers, including members of the ECRC, Consumer Challenge Panel and Evoenergy

Presenters

- Emily Brown, Group Manager Regulatory Pricing - Evoenergy
- Luke Cowen, Regulatory Economist - Evoenergy

Facilitator

- Helen Leayr, Communication Link

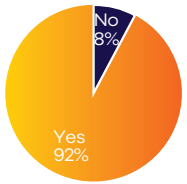
Next steps

Panel members will be notified when the draft EN24 plan will available. Two additional meetings to discuss the draft and the final proposal may be scheduled at a later date.

Outcomes and learnings from Meeting 4

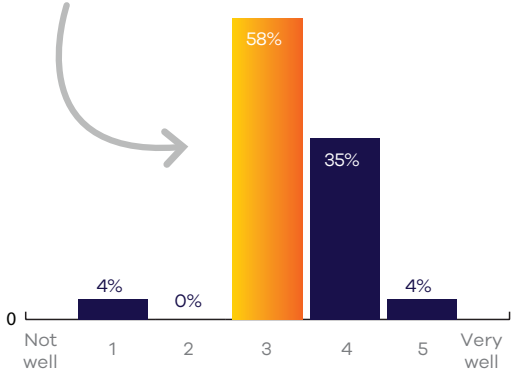
Annual bill impacts

Panel members were presented with indicative annual bill impact data for *Time-of-Use, Demand* and *New Battery Tariff* reform options.



When asked whether they thought the indicative price impacts were reasonable, **92%** of panel members indicated they were reasonable.

Panel members were asked to rank how well the proposed tariff changes address concerns about future network use.
Over half indicated the proposed tariff changes would go some way to addressing concerns.

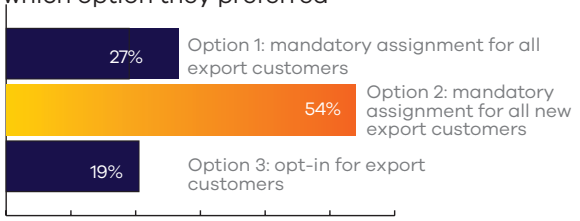


Export tariff pricing

Panel members were presented with indicative export prices and bill impacts under different scenarios. The discussion indicated that panel members were comfortable with the indicative export bill impacts.
Panel members were asked how important it was that Evoenergy offered an export charge and export reward in an export tariff, to which **92%** responded it was important.

Export tariff assignment options

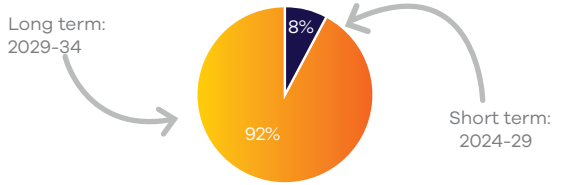
Panel members were presented with pros and cons of different assignment options for export tariffs. There was discussion about the pros and cons of each option. The panel were then asked to vote on which option they preferred



- Those who chose option 1 **(27%)** suggested it was a simpler and fairer option for consumers
- The majority **(54%)** chose option 2 suggesting this was a fair and equitable option for all ACT residential consumers
- Those who chose option 3 **(19%)** suggested it provided customers with more choice and flexibility

Export tariff timing

Panel members were asked for their preferences in terms of *short term* or *long term* lead times for the implementation of export tariffs.



- The majority **(92%)** were in favour of short term implementation of export tariffs
- Panel members suggested that implementation in the short term was important given the fast pace of change in terms of renewable energy and uptake of EVs
- Panel members suggested the short term option allowed customers to make informed choices about investing in solar
- Many felt that 2029 was too far in the future

Community Pricing Panel – TSS Workshop | 24 Oct

Meeting purpose

Present Evoenergy's proposed tariff reforms for the 2024-29 regulatory period to representative ACT consumers, to gauge their support for Evoenergy's proposal.

This workshop was jointly hosted by the Australian Energy Regulator (AER) and Evoenergy.

Community Pricing Panel Meeting Timeline

12 April Meeting 1 | 26 April Meeting 2 | 17 May Meeting 3 | 31 May Meeting 4 | 24 Oct Meeting 5

We are here

19 Community Pricing Panelists

19 Observers, including members of the ECRC, AER and Evoenergy

Presenters

- Emily Brown, Group Manager Regulatory Pricing, Evoenergy
- Dale Yeats, Senior Economist, HoustenKemp
- Dale Johansen, Director – Network Pricing, AER

Facilitator

- Helen Leayr – Communication Link

Evoenergy's proposed tariff reforms

Panel members were presented with details of Evoenergy's proposed tariff reforms including the evolution of the tariff structure since the last pricing panel meeting.

The AER asked Panel members for their views on Evoenergy's proposed changes.

The following comments were made

- The proposed changes seem simple and flexible
- Some raised concerns about impacts on demand once we transition away from gas particularly given the climate in Canberra
- The move to smart meters will accelerate the take up of proposed tariffs
- Tariff assignment seems logical
- Communicating the changes to tariffs will be important. A simple message that clearly explains the difference between the different types
- Concern about the impact of the demand tariff on customers who may be required to use medical equipment overnight.
- Panel members suggested that retailers have a responsibility to share information on tariffs
- The changes will encourage people to shift their load away from that evening peak

Reflections and feedback

Panel members completed a post workshop survey to gather feedback.

Panel members were asked to rate from **1 to 5** How supportive they are of the proposed tariff reforms?

The average rating was **3.9**

Panel members were asked how supportive they were of the proposed Tariff Assignments. The average rating was **3.9**

How comfortable are you with the indicative customer impacts for TOU and Demand Tariffs? The average rating was **3.4**

How supportive are you of the proposed export tariffs?

The average rating was **3.7**

Comments about the meeting

- 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 proposed tariff reforms.
- The majority felt the ability to participate, contribute to discussion and provide feedback was easy.

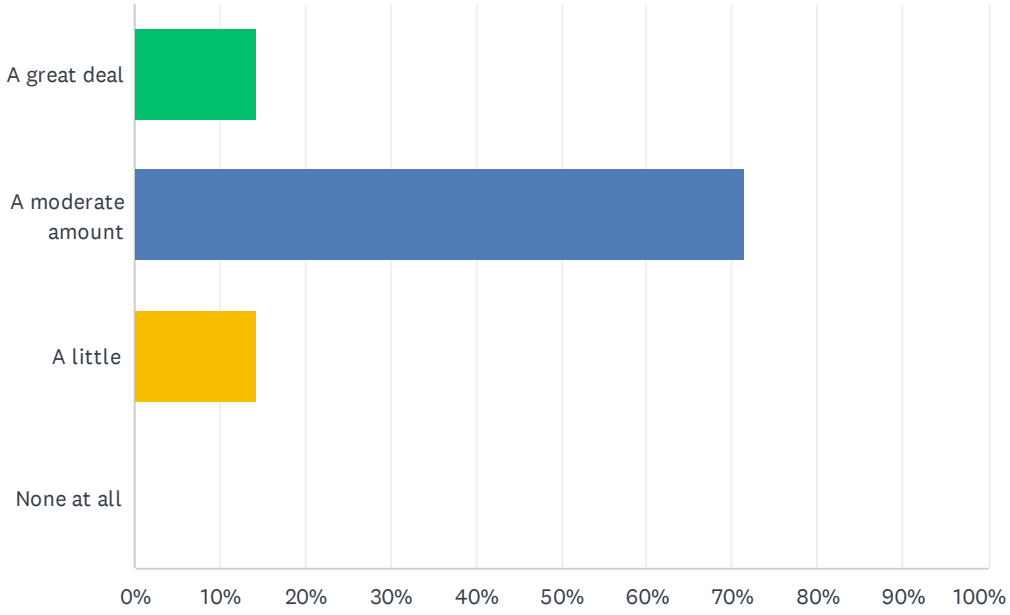
General feedback

- *Good interactions. It will be interesting to see the outcomes of the tariff plan when it is announced to the public.*
- *The panel was able to constructively address issues raised and seemed to represent a reasonable cross section of ACT consumers.*
- *It was very worthwhile to have participated as it has given me better understanding on Evoenergy's future energy policy fully.*
- *Inviting Panel to comment on all important issues in relation to electricity is an excellent idea. Community consultations are always very useful but especially important in Canberra. I don't like to make a quality judgement immediately. At times on this panel I feel like we were 'put on the spot' for our reaction, without enough time to 'process' it properly.*

7. Meeting surveys and polls reports

Q1 How much do you know about the electricity network pricing?

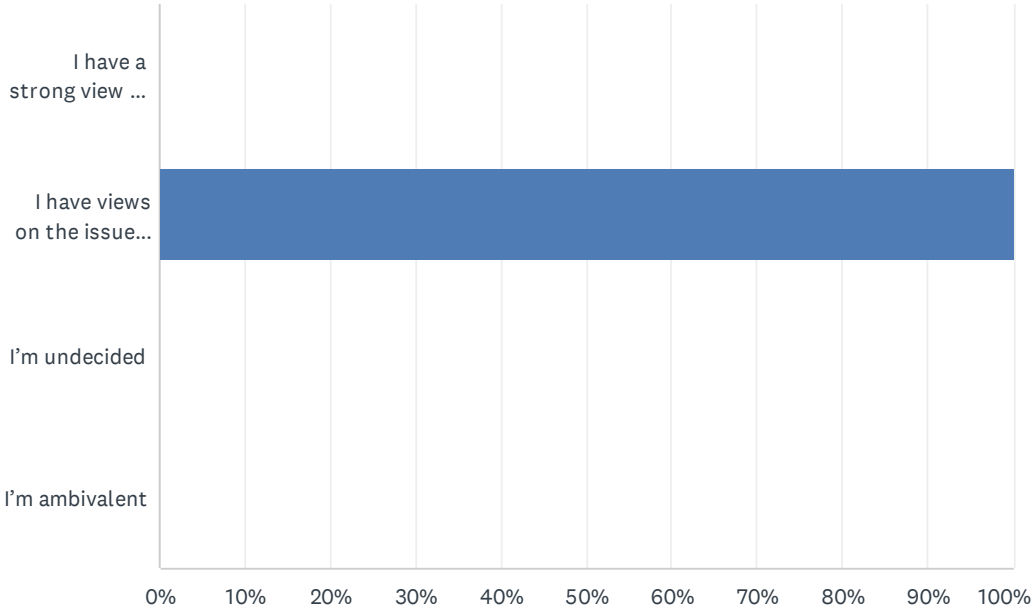
Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES	
A great deal	14.29%	1
A moderate amount	71.43%	5
A little	14.29%	1
None at all	0.00%	0
TOTAL		7

Q2 How decided are you about the future of electricity in the region?

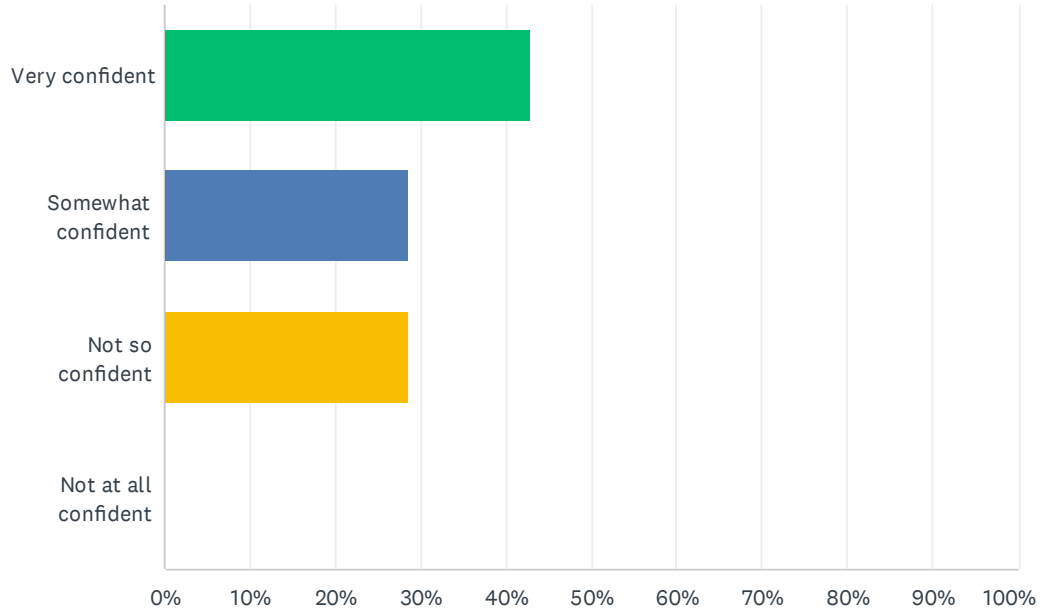
Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES	
I have a strong view on the issue	0.00%	0
I have views on the issue but I'm open to change	100.00%	7
I'm undecided	0.00%	0
I'm ambivalent	0.00%	0
TOTAL		7

Q3 How confident are you that the community pricing panel will lead to useful recommendations?

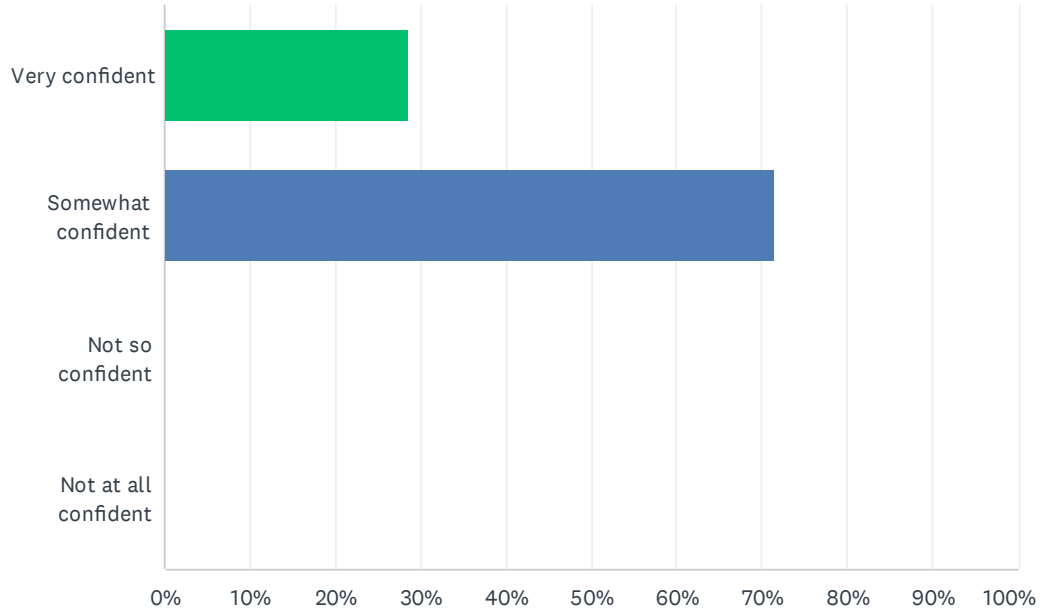
Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very confident	42.86%	3
Somewhat confident	28.57%	2
Not so confident	28.57%	2
Not at all confident	0.00%	0
TOTAL		7

Q4 How confident are you that the community pricing panel will influence Evoenergy's planning?

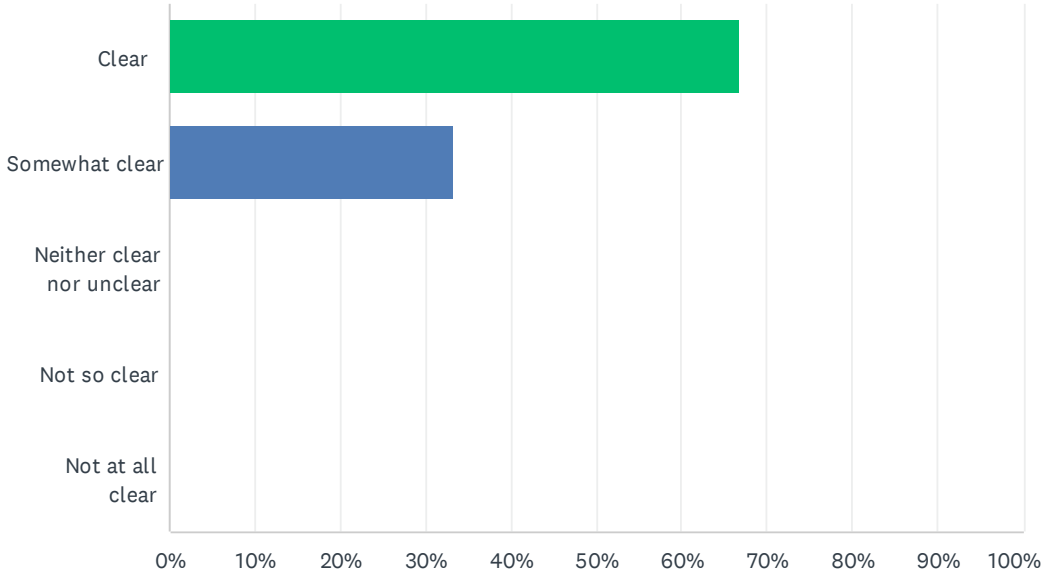
Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very confident	28.57%	2
Somewhat confident	71.43%	5
Not so confident	0.00%	0
Not at all confident	0.00%	0
TOTAL		7

Q5 The purpose of the Community Pricing Panel was:

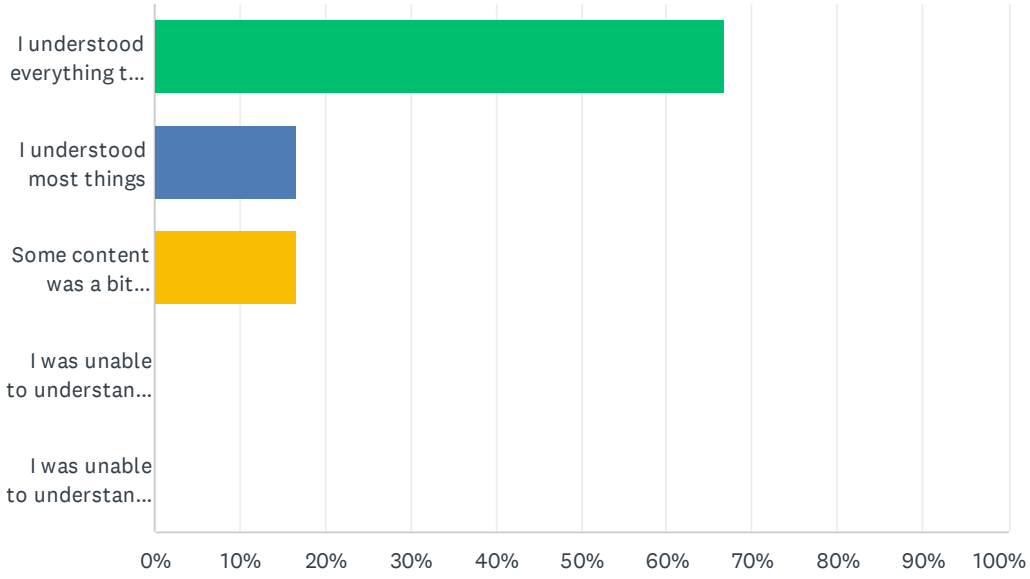
Answered: 6 Skipped: 1



ANSWER CHOICES	RESPONSES	
Clear	66.67%	4
Somewhat clear	33.33%	2
Neither clear nor unclear	0.00%	0
Not so clear	0.00%	0
Not at all clear	0.00%	0
TOTAL		6

Q6 Was the content presented in a way that could be understood?

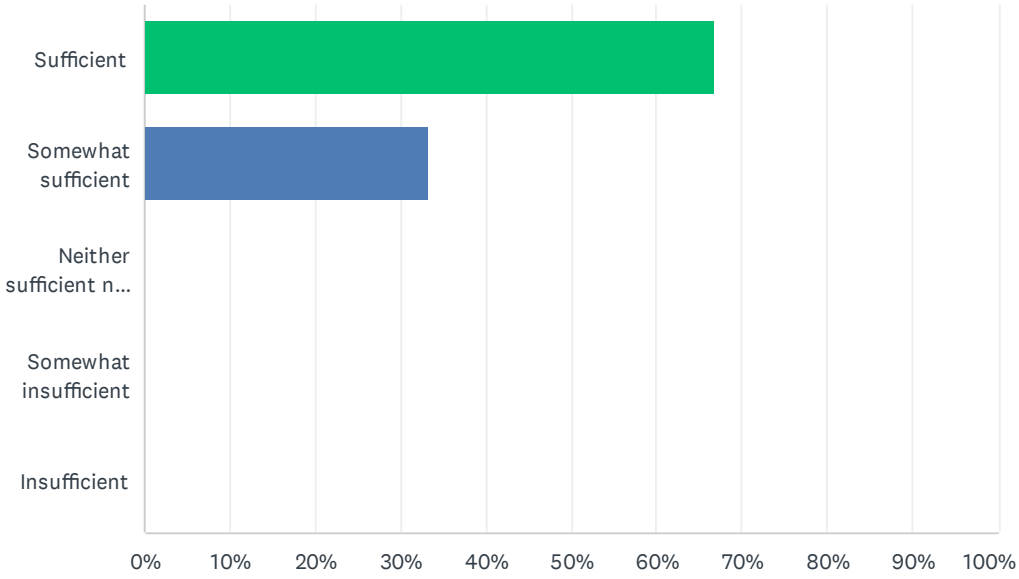
Answered: 6 Skipped: 1



ANSWER CHOICES	RESPONSES	
I understood everything that was presented	66.67%	4
I understood most things	16.67%	1
Some content was a bit complicated, but I understood enough	16.67%	1
I was unable to understand most things	0.00%	0
I was unable to understand anything	0.00%	0
TOTAL		6

Q7 Did the presenters equip you with sufficient knowledge to provide informed feedback on the network tariff alterations?

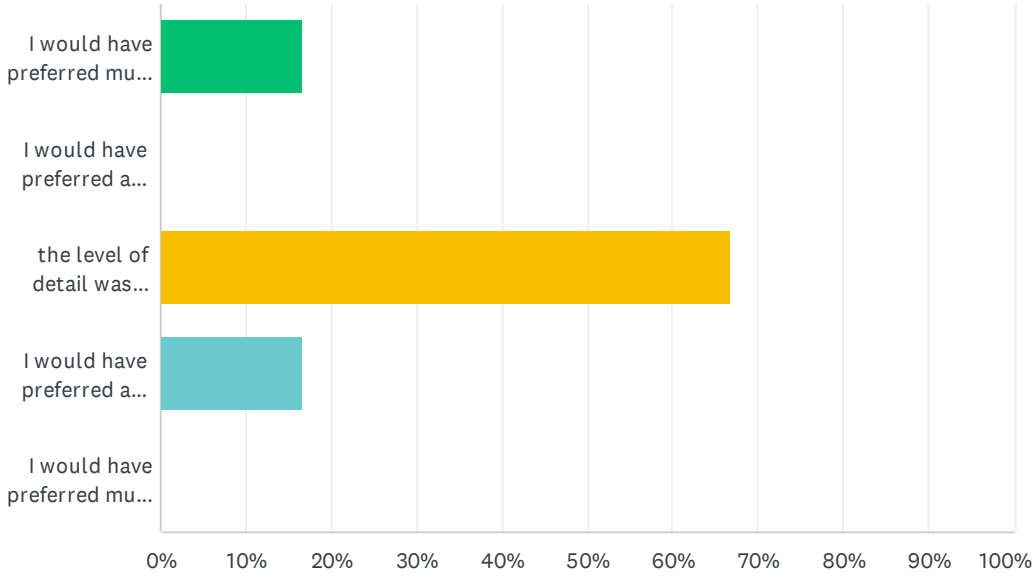
Answered: 6 Skipped: 1



ANSWER CHOICES	RESPONSES	
Sufficient	66.67%	4
Somewhat sufficient	33.33%	2
Neither sufficient nor insufficient	0.00%	0
Somewhat insufficient	0.00%	0
Insufficient	0.00%	0
TOTAL		6

Q8 Would you have preferred more information on the topics presented?

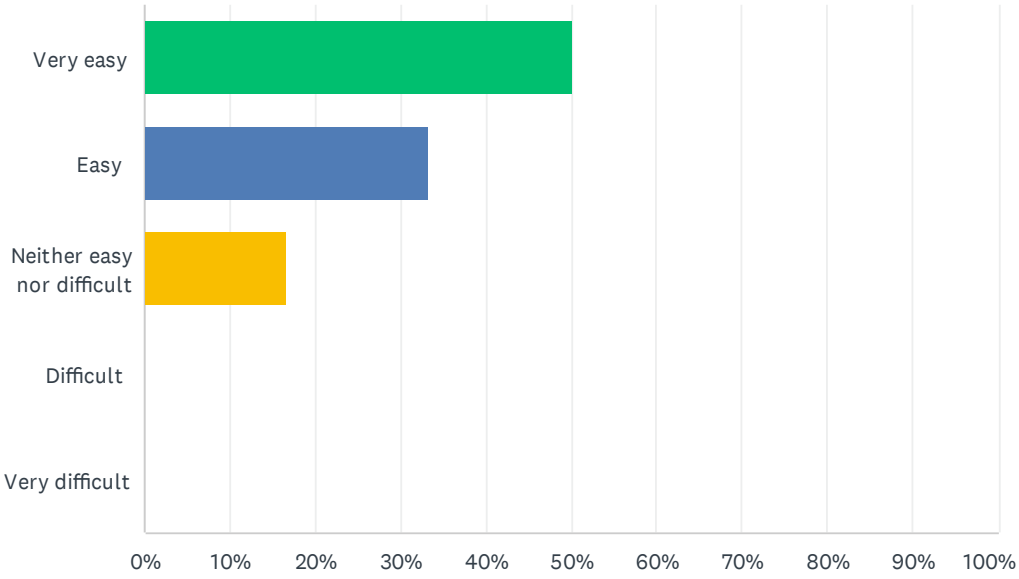
Answered: 6 Skipped: 1



ANSWER CHOICES	RESPONSES	
I would have preferred much more detail	16.67%	1
I would have preferred a little more detail	0.00%	0
the level of detail was right for me	66.67%	4
I would have preferred a little less detail	16.67%	1
I would have preferred much less detail	0.00%	0
TOTAL		6

Q9 The ability to participate, contribute to discussion and provide feedback was:

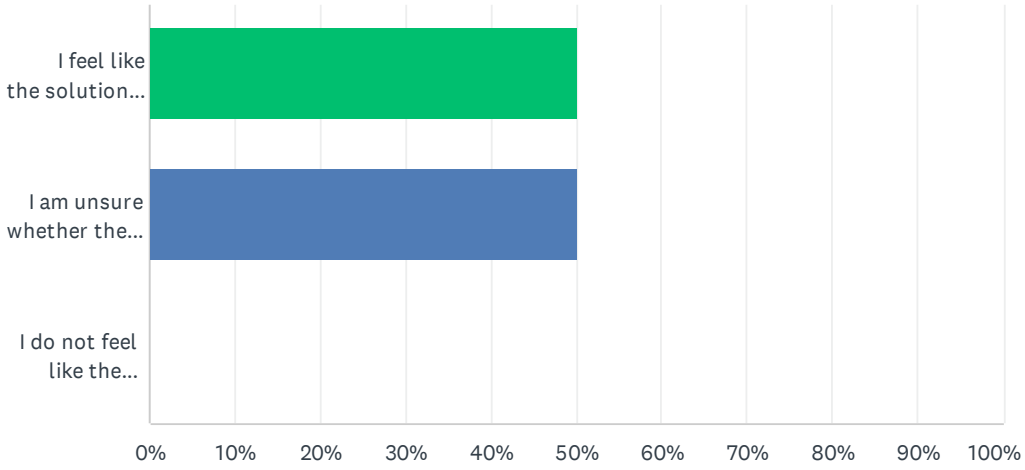
Answered: 6 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very easy	50.00%	3
Easy	33.33%	2
Neither easy nor difficult	16.67%	1
Difficult	0.00%	0
Very difficult	0.00%	0
TOTAL		6

Q10 Do you feel like Evoenergy took into account feedback from the panel when putting forward solutions?

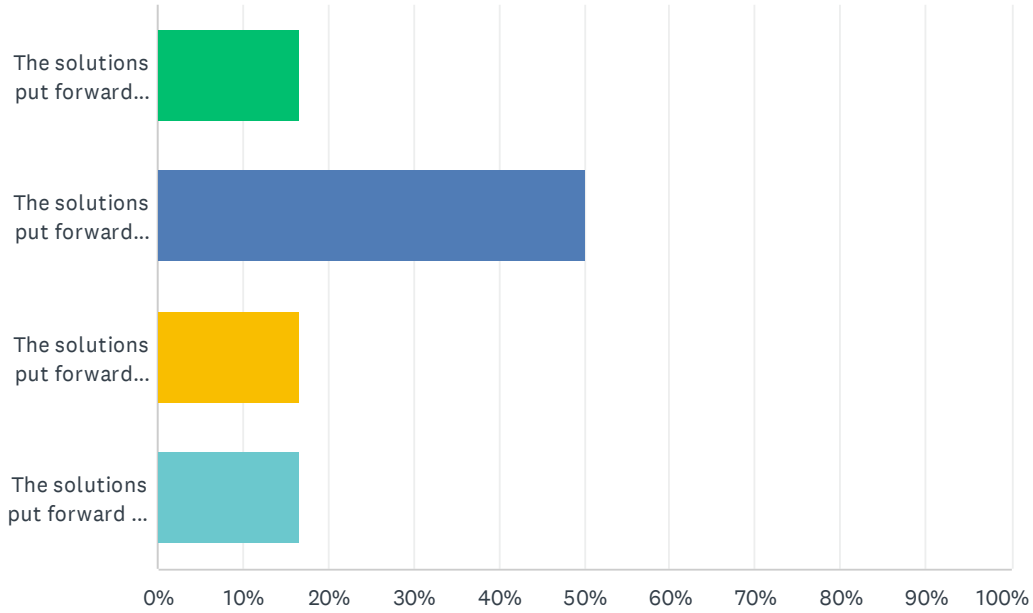
Answered: 6 Skipped: 1



ANSWER CHOICES	RESPONSES	
I feel like the solutions put forward took the panels feedback into account	50.00%	3
I am unsure whether the solutions put forward took the panels feedback into account	50.00%	3
I do not feel like the solutions put took the panels feedback into account	0.00%	0
TOTAL		6

Q11 Where views on a topic were diverse, did Evoenergy put forward mutually acceptable solutions?

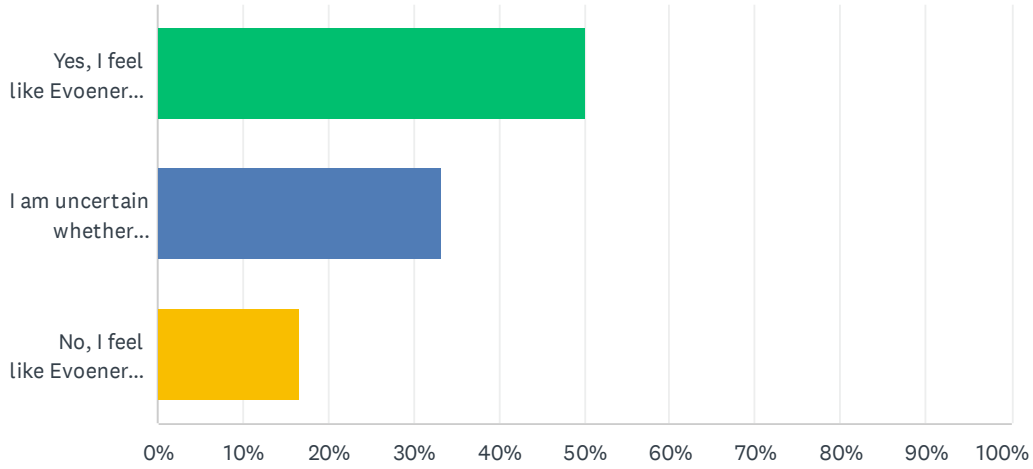
Answered: 6 Skipped: 1



ANSWER CHOICES	RESPONSES	
The solutions put forward found a middle ground all viewpoints could agree with	16.67%	1
The solutions put forward found a middle ground most viewpoints could agree with	50.00%	3
The solutions put forward strongly reflected one viewpoint	16.67%	1
The solutions put forward did not reflect any viewpoints	16.67%	1
TOTAL		6

Q12 Did Evoenergy demonstrate an openness to new ideas and a willingness to change direction based on feedback received from the panel?

Answered: 6 Skipped: 1



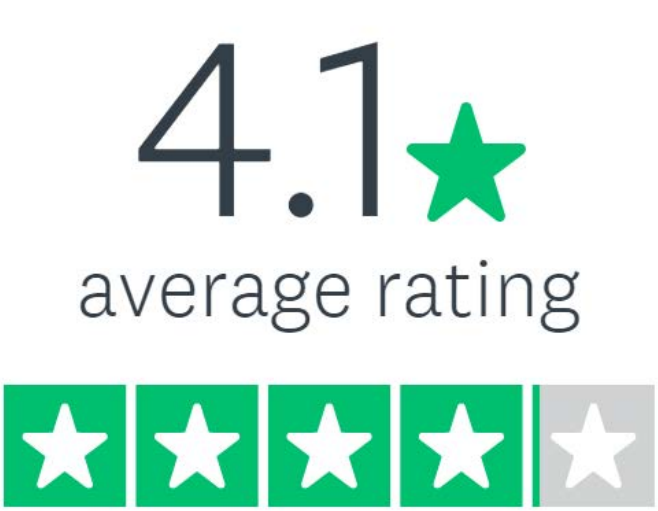
ANSWER CHOICES	RESPONSES	
Yes, I feel like Evoenergy was open to ideas	50.00%	3
I am uncertain whether Evoenergy was open to new ideas or not	33.33%	2
No, I feel like Evoenergy had already made up its mind before talking to the panel	16.67%	1
TOTAL		6

Q13 Do you have any general comments on the panel?

Answered: 5 Skipped: 2

Q1 How supportive are you of the proposed tariff reforms?

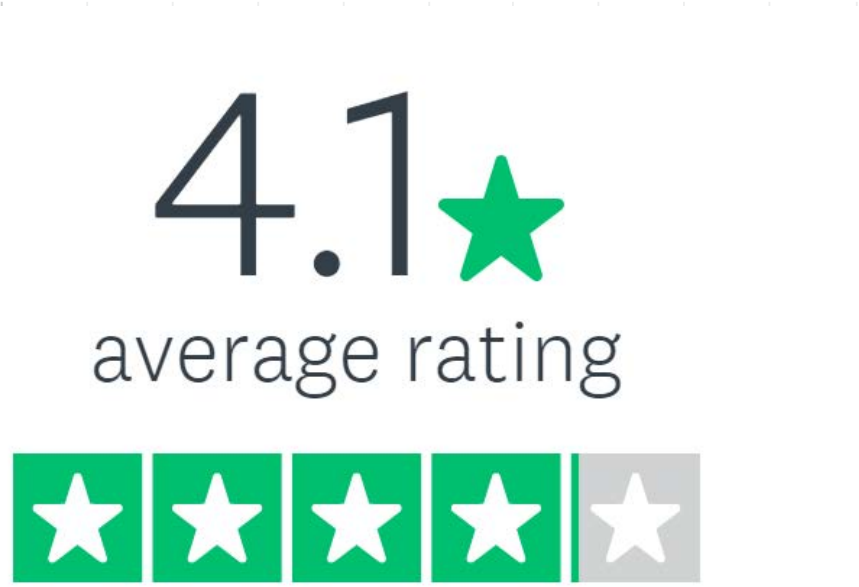
Answered: 17 Skipped: 0



	NOT SUPPORTIVE	(NO LABEL)	(NO LABEL)	(NO LABEL)	VERY SUPPORTIVE	TOTAL	WEIGHTED AVERAGE
☆	0.00% 0	5.88% 1	5.88% 1	64.71% 11	23.53% 4	17	4.06

Q2 How supportive are you of the proposed tariff assignments?

Answered: 17 Skipped: 0



	NOT SUPPORTIVE	(NO LABEL)	(NO LABEL)	(NO LABEL)	VERY SUPPORTIVE	TOTAL	WEIGHTED AVERAGE
☆	0.00% 0	5.88% 1	5.88% 1	58.82% 10	29.41% 5	17	4.12

Q3 How comfortable are you with the indicative customer impacts for TOU and Demand Tariffs?

Answered: 17 Skipped: 0

	NOT COMFORTABLE	(NO LABEL)	(NO LABEL)	(NO LABEL)	VERY COMFORTABLE	TOTAL	WEIGHTED AVERAGE
☆	11.76% 2	0.00% 0	23.53% 4	52.94% 9	11.76% 2	17	3.53

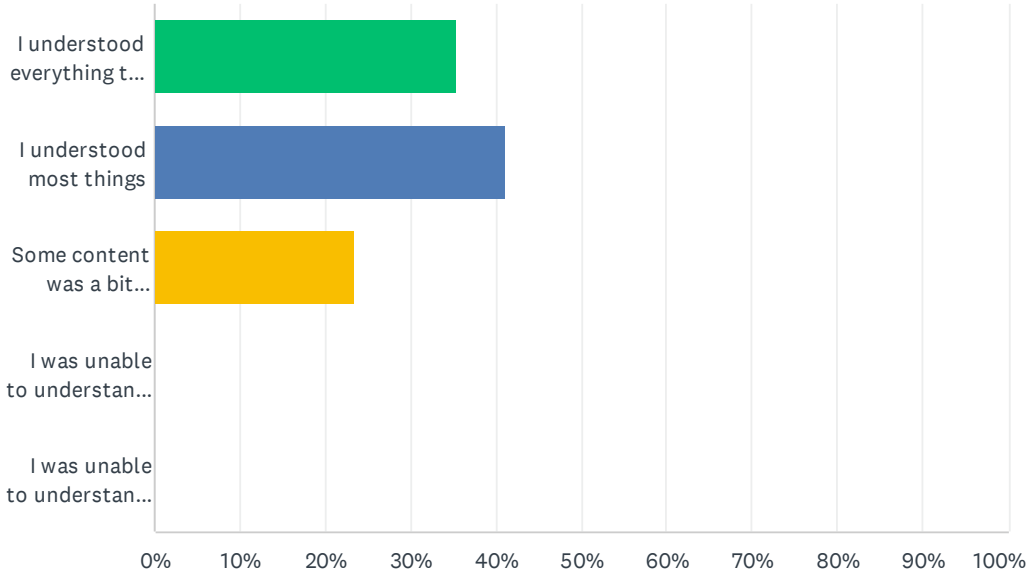
Q4 How supportive are you of the proposed export tariffs?

Answered: 17 Skipped: 0

	NOT SUPPORTIVE	(NO LABEL)	(NO LABEL)	(NO LABEL)	VERY SUPPORTIVE	TOTAL	WEIGHTED AVERAGE
☆	5.88% 1	5.88% 1	23.53% 4	35.29% 6	29.41% 5	17	3.76

Q5 Was the content presented in a way that could be understood?

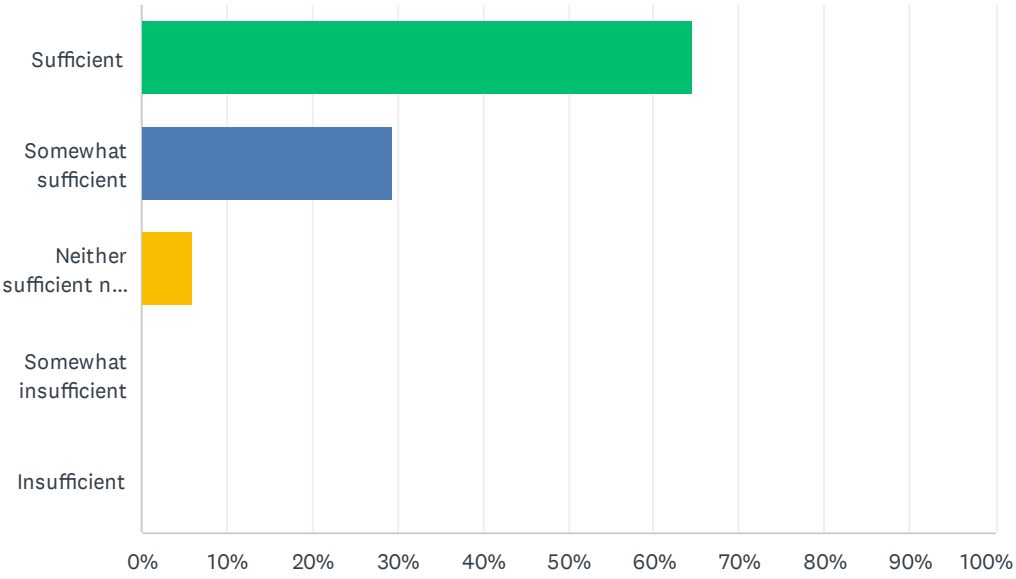
Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
I understood everything that was presented	35.29%	6
I understood most things	41.18%	7
Some content was a bit complicated, but I understood enough	23.53%	4
I was unable to understand most things	0.00%	0
I was unable to understand anything	0.00%	0
TOTAL		17

Q6 Did the presenters equip you with sufficient knowledge to provide feedback on the proposed tariff reforms?

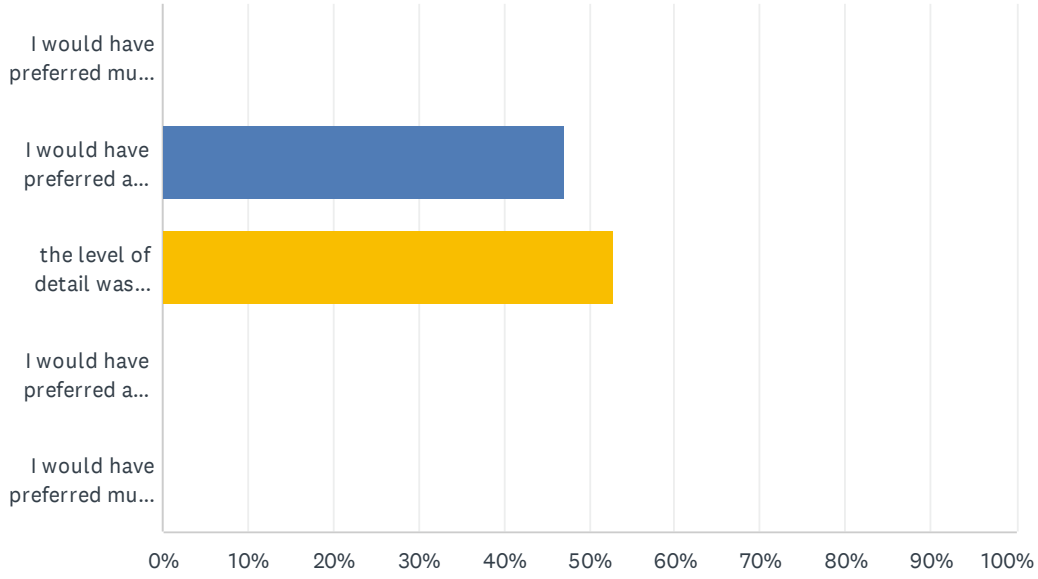
Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
Sufficient	64.71%	11
Somewhat sufficient	29.41%	5
Neither sufficient nor insufficient	5.88%	1
Somewhat insufficient	0.00%	0
Insufficient	0.00%	0
TOTAL		17

Q7 Would you have preferred more information on the topics presented?

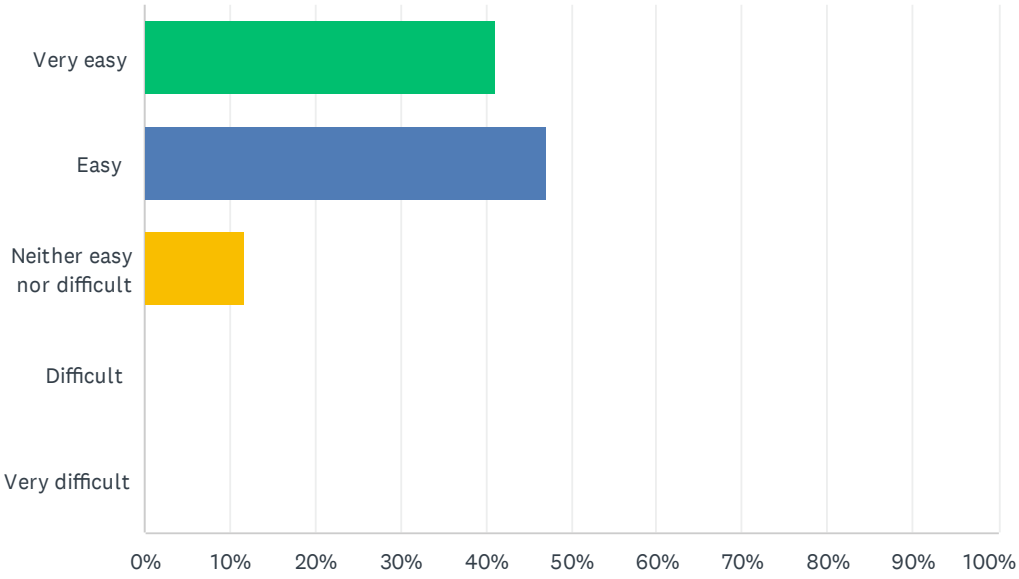
Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
I would have preferred much more detail	0.00%	0
I would have preferred a little more detail	47.06%	8
the level of detail was right for me	52.94%	9
I would have preferred a little less detail	0.00%	0
I would have preferred much less detail	0.00%	0
TOTAL		17

Q8 The ability to participate, contribute to discussion and provide feedback was:

Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very easy	41.18%	7
Easy	47.06%	8
Neither easy nor difficult	11.76%	2
Difficult	0.00%	0
Very difficult	0.00%	0
TOTAL		17

Q9 Do you have any general comments on the panel?

Answered: 12 Skipped: 5

1. Good participation to debate
2. A good group with good interactions. It will be interesting to see the outcomes of the tariff plan when it is announced to the public.
3. we did not use the whiteboard this session. Time was a bit cramped, previous format was what I expected, longer but with a break.
4. Thank you for consulting. My two cents are that there is a lot more inflexibility with the proposed system, i.e. being able to change only once a year, the mandatory scheme alloted to you, the lack of benefits to those not in their own home (e.g. renting, housing commission), the lack of benefits to those not retired or working from home for a majority of the time. I can see the ACT and the rest of Australia heading down the dark road currently experiences by European countries, including the UK, when they relied mainly on one source of energy and from a foreign power, at that.
5. The panel was able to constructively address issues raised and seemed to represent a reasonable cross section of ACT consumers.
6. Lot of information to digest. It may take bit of time to understand what effect it will have for my situation . It was very worthwhile to have participated as it has given me better understanding on Evoenergy's future policy energy policy fully.
7. Just some feedback on the panel methodology. I don't like to make a quality judgement immediately after learning about something new. I generally like to 'percolate' the information and consider it from several angles before making judgements, with the opportunity to ask for more detail if I need it. At times on this panel I feel like we were 'put on the spot' for our reaction, without enough time to 'process' it properly. (I understand time was of the essence, but just wanted to put it out there.)
8. Inviting Panel to comment on all important issues in relation to electricity is an excellent idea. Community consultations are always very useful but especially important in Canberra. We have such such a long winter with very low temperature and heating bill is just going through the roof. We can't install solar panels and change to electrical heating because of next door tree, so we continue using gas. Very expensive! Knowing how our next bill will look like will allow for better budgeting.
9. Thank you for presenting things in ways that are mostly understandable to people like me who balk at jargon. I always leave the meetings feeling more informed.
10. In terms of the proposed tariff reforms, I think some slides showing the effect on a few different types of real consumers (their electricity use and charges) would have been more concrete/easier for me to grasp. Also, I think there wasn't much time for reflection on all the information presented. I'd like to end by saying how impressed I am that such a process exists, that consultation with the public is mandated about the supply of what has become an essential element of modern life - power.
11. Need to ensure the vulnerable people in the community have equitable and affordable access to the energy needs they require. People using medical and disability equipment and life supporting equipment should not be penalised for usage during peak and off peak periods.