

evoenergy

# Community forum

## Session 6

15 August 2024





# Acknowledgement of Country

*Evoenergy acknowledges the Traditional Custodians of the lands on which we live and work. We pay respect to the Elders, past and present and celebrate all First Peoples' continuing connections and contributions to Country.*



# Safety share

Derrin Limbrick, Strategic Relationship Manager



# Welcome

Helen Leayr, Facilitator  
Communication Link





Communication Link

Ask.  
Listen.  
Understand.  
Achieve.

# Independent facilitation

Facilitation: Helen Leayr

Supporting facilitators:

Rosie Garland

Rennae Sillett

- Build understanding through information
- Know what you can influence
- Be heard and understood

# Technical housekeeping

- Emergency exit
- Bathrooms
- Breaks
- Network storywall + Slack
- Online participants
- Assistance in participation





# Agenda

- Welcome
- Ideas to better support customers
- Activity 1
- Activity 2 – Finalising the Community Forum report to Evoenergy

## *Break*

- Wrap up and session close

# Updated community forum work program

## Session 1 4 May

- Learn about the gas network
- Explore uncertainty that the energy transition is placing on Evoenergy and its customers
- Consider your values – what is important to you as customers.

## Session 2 9 May

- Reflect on first session
- Learn about revenue recovery options and uncertainty
- Consider the options, and how risk is shared
- Provide feedback on the options.

## Session 3 20 May

- Reflect on session 2, revisiting revenue recovery options
- Learn about tariffs
- Consider tariff options, and the impact on different customers.

## Session 4 27 July

- Reference service proposal update.
- Learn about network costs that need to be recovered.
- Consider the options.
- Provide feedback on what is important to customers.

## Session 5 1 August

- Learn about how network disconnections are managed.
- Consider options for how these costs are recovered.
- Consider other options for recovery of network costs..

## Session 6 15 August

- Provide feedback on ways to better support customers through the transition.

*Prepare a report to Evoenergy from the community forum*

## Session 7 14 Nov

- Provide update on Evoenergy's Draft Plan development, including preliminary bill impacts.





# Recap: session 5



## Session 5, 1 August 2024

- Disconnection options and approaches to recover disconnection costs

### Attendees

- 28 forum members
- 3 observers:  
Energy Regulatory Advisory Panel;  
Australian Energy Regulator
- 8 Evoenergy staff

### Presenters

- Bruce Hansen, Group Manager Gas Networks
- Megan Willcox, General Manager Economic Regulation

### Facilitator

Helen Leayr,  
Communication Link

## Temporary & permanent disconnections

### Group activity 1: Consider methods of disconnection

Participants shared a mixed response to whether they knew the difference between permanent and temporary disconnections before joining the community forum. Roughly half of participants shared that they were aware, and the other half shared that they were not aware.

Participants felt that gas customers have no understanding at all about the difference between a permanent and temporary disconnection.

### Group activity 2 & 3: consider permanent disconnection costs

A 50/50 split was considered a fair approach by a number of groups. There was concern around bill impact and disconnection costs going up for those left on the network over future regulatory periods. It was suggested disconnection costs be kept to a minimum through efficient scheduling of disconnections, reducing retailer 'mark-up' etc

Some thought that as a Government policy, every resident in the ACT should pay. It was suggested that the ability to temporarily disconnect not be available to customers.

A higher upfront price may make it harder to communicate the safety risk, and if it costs are too high, customers will not want to pay which may be a disincentive to disconnect. There were concerns that higher disconnection costs when compared to the cost of changing appliances may mean those with only one appliance may not disconnect to avoid the cost.

The idea of a 'disconnection bank' was suggested. Where disconnection cost is calculated on a per customer per year basis. The customer pays an annual proportion of that total cost until they leave the network and then they pay the balance. Over time the balance goes down - like forced savings.

It was also suggested to incentivise people to disconnect early by offering a 'street/neighbourhood price' that reflects the fact that if everyone gets off at once there is a saving shared by everyone.

## Other potential options to address the network cost recovery challenge

### Group activity 4 & 5: Other ideas to address the challenge of recovering network costs

Increased pricing and operational synergy between gas and electricity networks. A suggestion that the structure of the energy ownership should change – e.g. electricity and gas be considered one.

Encouraged conversations within ACT Government to consider the energy transition holistically.

Participants challenged what would happen if Evoenergy did not recover all their costs and suggested it was unreasonable to expect to do so.

It was suggested that the transition may happen at a faster pace than Evoenergy was expecting,. Evoenergy should play a role to incentivise customers to transition.

Participants asked what will happen to assets when they are waste and from a customer perspective, they don't want to be taxed multiples times.

Ideas that were prioritised by the group: the current regulatory framework is no longer appropriate; that Evoenergy transition faster that the Government timeframe be innovative/revolutionary; the disconnection bank idea and managing transition on a suburb-by-suburb basis, bringing together all the energy (gas and electricity) to be considered as a whole; do not recover all 100% of assets; ACT Government pay more of the costs.

## Next steps

- Session 6, 15 August 2024
- Update session 5 dashboard summary based on today's feedback
- Keep in touch via Slack

# Support for customers as they transition off gas

Gillian Symmans, Group Manager  
Regulatory Reviews and Policy



# What support is needed and who should provide it?

We have heard that more information, education and support is required to assist ACT consumers through the transition from gas to electricity

We have the opportunity to seek funding for this purpose

- such funding would impact customer gas bills
- for example, \$2 million of funding over 5 years would increase the average residential bill by approximately \$3 per year

We would like to understand your views

- priority areas for support
- the role of different industry participants and Government
- whether Evoenergy should seek funding



## Activity: Supporting customers during the transition

Consider the following questions:

1. Should Evoenergy seek additional funding for programs to support customers during the transition?
2. a) What are your priorities for supporting customers?  
b) Who should be responsible for implementing your suggested support measures? Evoenergy, or someone else?

Add your thoughts to the relevant poster using a post-it-note or pen.

If someone else has already had the same thought as you, feel free to show your support with a 'tick'.

# Reflection and discussion

# Community forum report

Introduction

# Finalising the Community Forum Report

## **Purpose:**

To be an independent record of the collective views of the participants.

It will be provided directly to Evoenergy, who may share it with regulators, government and other industry organisations.

It will be a public document.

## **Process:**

Communication Link is here to help and has prepared a Draft for your consideration.

The process is up to you.



# Pause to discuss process

## **There are many options:**

Small group work

Large group discussion

## **Consider the draft report:**

Things that are missing

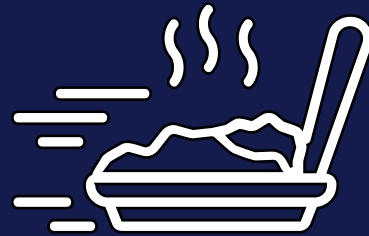
Things that need changing

Things that need removing

**Edit/finalise the document today.**

**Share after the session for final review by everyone.**

# Dinner break



# Next forum: Session 7

**Thursday 14 November 2024, 5 – 8 pm**

Provide update on Evoenergy's Draft Plan development,  
including preliminary bill impacts

**We will keep in touch via slack**

**Session 6,  
15 August 2024**

- Prepare the Community Forum Report to Evoenergy

**Attendees**

- 24 forum members
- 3 observers:  
Energy Regulatory Advisory Panel;  
Australian Energy Regulator and Energy Consumers Australia
- 8 Evoenergy staff

**Presenters**

- Barry Harvey,  
Market Transactions Manager
- Gillian Symmans,  
Group Manager Regulatory Reviews and Policy

**Facilitator**

Helen Leayr,  
Communication Link

**Group activity 1: Supporting customers during the transition**

Should Evoenergy seek additional funding for programs to support customers during the transition?

a) What are your priorities for supporting customers?

x

b) Who should be responsible for implementing your suggested support measures? Evoenergy, or someone else?

x

**Group activity 2: Finalising the Community Forum Report to Evoenergy**

Participants prepared a Community Forum Report to Evoenergy that summaries and outlines priorities for Evoenergy’s 2026-2031 gas network access arrangement regulatory proposal. The report is an independent record of the collective views of the participants. It will be provided directly to Evoenergy, who may share it with regulators, government and other industry organisations.

**In <small groups or one whole group discussion> participants reviewed and considered what is missing, what needs changing and what needs improving in the Community Forum Report.**

The Community Forum Report will be distributed as a draft for review by participants for any final corrections.

**Next steps**

- Session 7, 14 November 2024
- Update session 6 dashboard summary based on today’s feedback
- Share updated community forum report with members for final review
- Keep in touch via Slack

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**Thank you and  
close**



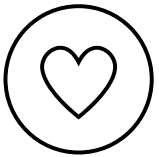
# Heads, hands, heart checkout



**Head:** Something you are thinking about



**Hands:** Something you want to do



**Heart:** Something you are feeling.

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## Heads, hand and heart

① Start presenting to display the poll results on this slide.

**Thank you**