

Evoenergy Energy Consumer Reference Council Communique Meeting 24 – 13 June 2018

The Evoenergy Energy Consumer Reference Council (ECRC) met on 13 June 2018 at Evoenergy offices in Greenway. Representatives from Australian National University, Master Builders Association, Gungahlin Community Council, ACT Council of Social Services, Tuggeranong Community Council, ACT Youth Advisory Council and Canberra Urban and Regional Futures participated in the meeting.

Guests attending the meeting included representatives from the Australian Energy Regulator and their Consumer Challenge Panel, and Energy Consumers Australia.

The following presentations and discussion occurred at the meeting:

- **Membership;** The Chairman welcomed two new members to the ECRC; representatives of the ACT Youth Advisory Council and the Canberra Urban Regional Futures.
- **Evoenergy Consumer Engagement Section;** Evoenergy announced the creation of a new Consumer Engagement Section which will provide a central focus for Consumer Engagement across the organisation.
- **Evoenergy ACT Climate Change Strategy Submission;** Evoenergy provided an update on their submission to the ACT Government which drew on a range of consultation with key stakeholders and has a focus on investment in low or no emission gas sources, such as hydrogen gas, in the ACT. A copy of the submission was provided to the ECRC.
- **Proposal for the Remittal of 2014-19 Determination;** Evoenergy presented its draft proposal to the ECRC for consideration and feedback. This proposal is designed to finalise the 2014 - 19 electricity determination. There was general support from the ECRC for the approach proposed by Evoenergy and it was agreed that the ECRC will prepare a formal letter of support for the proposal. ECRC members may also consider preparing individual letters.
- **2019-24 Electricity Regulatory Submission;** Evoenergy provided an update on the AER public forum and associated submissions. The meeting discussed plans for further consumer engagement by Evoenergy, including the use of deliberative discussion options. Feedback included suggestions on how to attract more participants and the importance of both consultation as well as broader general customer values consultation to understand what customers want from their energy network.
- **Internal Gas Meters;** Evoenergy provided a presentation on the ACT Utility Technical Regulator proposed new code to inspect and relocate internal gas meters within approximately 1300 Canberra homes. Consumer feedback favoured negotiating an agreed approach to enabling resolution of the issue of access to individually metered gas supply in multi-unit dwellings.
- **Distributed Battery Survey;** Evoenergy briefed the ECRC on a current customer survey seeking feedback associated with customers interested in the use of battery storage across

Canberra and the potential for Evoenergy to use these assets as part of a Virtual Power Plant. ECRC members expressed interest in promoting the survey through their member organisations.

Copies of presentations and papers presented to the meeting are available at www.evoenergy.com.au/consumerengagement. The next meeting of the ECRC is scheduled for August 2018. For further information contact Giuliana Baggoley Evoenergy on 02 6293 5775.