

## **Evoenergy Energy Consumer Reference Council Communique Meeting 31 – October 16 2019**

The Evoenergy Energy Consumer Reference Council (ECRC) met on 16 October in Canberra City.

Representatives from Gungahlin Community Council, Tuggeranong Community Council, Council on the Ageing (COTA), the ACT Council of Social Service (ACTCOSS), Engineers Australia, Canberra Business Chamber, and Conservation Council ACT Region participated in the meeting. A representative from the Australian Energy Regulator (AER) Consumer Challenge Panel (CCP24) attended as an observer.

The following presentations and discussion occurred at the meeting:

**Gas Networks Access Arrangement Review (GN21);** Evoenergy presented an update on the development of Evoenergy's draft gas regulatory proposal, including the gas tariff strategy. Attendees asked about cost-reflectivity and consumption differences among residential customers: data shows gas usage does not vary substantially between income groups. Attendees also asked about network boundary definitions and differences in tariffs across jurisdictions. Evoenergy also presented on the gas Capital Expenditure Sharing Scheme and the impact of a capex overspend or underspend during any regulatory period.

Energeia, a consultancy engaged by Evoenergy to explore impacts of a possible long term policy outcome of electrification in the ACT, presented an overview of their approach and of their commercial, economic and operational considerations.

**Accreditation and Authorisation;** Accreditation Officer Michael Dentrinos outlined Evoenergy's Accreditation and Authorisation program that comes into effect in January 2020 to enhance safety whenever works are done near or on the electricity network. Evoenergy is engaging with stakeholders in the lead up to launch, and ECRC members learned about recent safety incidents that underline the importance of this project.

**Customer Service Incentive Scheme;** Principal Economist Lev Yulin spoke about the AER issues paper seeking stakeholder views on the development of a new Customer Service Incentive Scheme (CSIS). The paper canvasses various issues related to the development of a CSIS, such as whether it would provide a useful incentive, and how such a scheme might be designed. Members were encouraged to attend an AER Canberra workshop on November 6th.

**Engagement Update;** Evoenergy is responding to stakeholder feedback from February's APR launch event and running a workshop prior to releasing the next Annual Planning Report (APR). It is hoped that earlier collaboration during development of the APR will support non-network solutions, and develop stronger stakeholder relationships.

Copies of ECRC presentations are available at [www.evoenergy.com.au/consumerengagement](http://www.evoenergy.com.au/consumerengagement)

The next meeting of the ECRC is scheduled for December 2019.

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