

Evoenergy Energy Consumer Reference Council Communique Meeting 32 – December 11 2019

The Evoenergy Energy Consumer Reference Council (ECRC) met on 11 December in Greenway.

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, Canberra Urban and Regional Futures (CURF), Master Builders Association of the ACT (MBA), Better Renting and Conservation Council ACT Region participated in the meeting. A representative from the Australian Energy Regulator (AER) Consumer Challenge Panel (CCP24), and representatives from Narrabundah College attended as observers.

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 a number of potential future scenarios for consideration. Attendees asked Evoenergy about the scenarios presented, and the assumptions made in each scenario.

In October and November Evoenergy conducted a Citizens' Jury to consider the question "The ACT Government has legislated for net zero greenhouse gas emission by 2045. Evoenergy is committed to transform the gas network to meeting this target. As part of this transition, what are our consumers' expectations of the service provided to them?" Attendees heard a presentation from Evoenergy on the process. The Citizens' Jury Recommendations Report is published on Evoenergy's GN21 webpage: <https://www.evoenergy.com.au/about-us/about-our-network/gas-five-year-plan/gas-network-consultation-program> and a Jury member also presented on their experience of participating in the 4 day Citizens' Jury process.

2019 Brand Health Tracker; Evoenergy shared the results of the 2019 Brand Health Tracker Survey. This survey measures customer awareness and perceptions of Evoenergy. Survey feedback included specific customer comments related to interactions and experiences with Evoenergy people and services, including preferred communication channels and suggestions for service improvements. Results are shared across Evoenergy and influence business initiatives and planning.

Notifications; Attendees heard a presentation on Evoenergy's rights and obligations to issue customer notifications ranging from vegetation encroachments to property access and planned supply interruption notifications. Evoenergy is exploring different communication channels for future customer notifications to improve safety, service delivery and experiences. As part of this presentation attendees also learned about Evoenergy's new outages map that provides information for customers on upcoming and recent planned and unplanned outages, enabling customers to access real-time data on supply in their area and across the network. <https://www.evoenergy.com.au/residents/emergencies-faults-outages/unplanned-outages>

Summer planned works scheduling; Evoenergy presented on a project to review works and crew safety during summer months in recent years, to inform planned works scheduling during hotter weather. Attendees were asked to consider scenarios where Evoenergy crew may seek earlier access to commence planned works that require supply interruptions and where this may be an advantage or where it may present difficulties to the community. Evoenergy predicts improved worker health outcomes by adjusting work to commence earlier in the day on hot days. Evoenergy will now continue planning and communicating with members of the community and ECRC members offered their support in sharing messaging about this potential change.

Copies of ECRC presentations are available at www.evoenergy.com.au/consumerengagement

The next meeting of the ECRC is scheduled for February 2020.

For further information contact Evoenergy Customer Interaction Manager [Giuliana Baggoley](#) on 0459 873 434.