

Evoenergy Energy Consumer Reference Council Communiqué Meeting 28 – April 10 2019

The Evoenergy Energy Consumer Reference Council (ECRC) met on 10 April 2019 at ActewAGL House, Civic.

Representatives from Gungahlin Community Council, Tuggeranong Community Council, Council on the Ageing (COTA), Canberra Urban and Regional Futures (CURF), the ACT Council of Social Service (ACTCOSS) and Master Builders Association (ACT), participated in the meeting.

The following presentations and discussion occurred at the meeting:

2019-24 Electricity Regulatory Submission; Evoenergy provided an update on the revised 2019-24 electricity proposal submitted on 29 November 2018 ahead of the final determination expected from the Australian Energy Regulator (AER) at the end of April 2019. Members also heard a review of network pricing including what contributes to a customer energy bill.

Evoenergy Electricity Safety Rules; Evoenergy presented an overview of the Electricity Safety Rules (ESR), and the process for review and updating the ESR. Members asked about the accessibility of the ESR and there was some discussion about how the ESR are presented to help different sectors understand how to apply them. Evoenergy will consider ESR accessibility and appropriate messaging for different audiences.

Evoenergy gas networks; A gas network regulation update covered the 2019/20 Tariff Variation Notice on gas network prices, the gas access arrangement review (GN21) and the Reference Service Proposal (RSP). Members asked about pricing considerations and customer segments, with some members reminding Evoenergy that energy consumption is influenced by many factors including hardship. Members also asked about the key times for engagement and consultation within the GN21 process. The RSP is a requirement the AER has recently introduced. Evoenergy is the first distributor to submit an RSP.

Energy Share SMS; ECRC members heard about Evoenergy's Stage 2 SMS demand response trial. Building upon a trial run in 2018, residents with smart meters will be recruited to participate in a number of 'events' over coming months. Participants will be sent an SMS giving tips of reducing energy usage and requesting they reduce their use over a nominated time so Evoenergy can monitor response and network benefit. This research will test community interest in modifying energy load to support the ACT network during peak times of potential network constraint. Participants will be incentivised by regular prize draws. ECRC members asked about the selection process and provided input on how to determine what incentives may be appealing to different consumers. Advice was also given on remaining considerate of vulnerable customer needs within any demand management activity.

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

The next meeting of the ECRC is scheduled for April 2019. For further information contact Evoenergy Consumer Engagement Manager [Giuliana Baggoley](mailto:Giuliana.Baggoley@evoenergy.com.au) on 0459 873 434