

Evoenergy Energy Consumer Reference Council Communique

Meeting 37 – October 14 2020

The Evoenergy Energy Consumer Reference Council (ECRC) met on 14 October by videoconference.

Representatives from Gungahlin Community Council, Tuggeranong Community Council, Council on the Ageing (COTA), the ACT Council of Social Service (ACTCOSS), Engineers Australia, Better Renting, Canberra Urban and Regional Future (CURF), Master Builders Association of the ACT, Property Council of Australia (ACT), and Conservation Council ACT Region participated in the meeting.

Members of the Australian Energy Regulator (AER) Consumer Challenge Panel (CCP24) attended as observers.

The following presentations and discussion occurred at the meeting:

Safety Moment

The safety moment introduced Evoenergy's safety motto Powered by Safety, and how this motto will be made visible to help reinforce our safety priority message.

Evoenergy Strategy 2020-2022

Evoenergy General Manager Peter Billing presented an overview of Evoenergy's strategy refresh, about a sustainable business, energising our evolving community. The four strategy pillars: Plan for our net zero carbon future; Create positive customer experiences; Work our assets and networks smarter; and Outperform our regulatory determination, are underpinned by our culture, and in keeping with our safety motto, powered by safety.

Members asked about timelines for delivering on strategic initiatives such as net zero modelling, and where exploring 'green gas' alternatives fit within the strategy. Evoenergy senior leaders noted member feedback that Evoenergy's sustainability strategy may also have value in enhancing customer experiences.

Gas Networks Access Arrangement Review (GN21)

Gillian Symmans, Group Manager, Regulatory Reviews, provided an update on the gas networks access arrangement review process (GN21). The team ran a well-attended deep dive into stranded asset risk, and the GN21 team have continued to respond to requests from the Australian Energy Regulator. There has been continued reflection on, and refining of, forecasts for 2021-26 including consideration of COVID-19 impacts.

Members asked some questions that were taken on notice, including whether the recently announced instant asset write-off measure in the 2020-21 federal budget would have any impact on the coming regulatory period for Evoenergy's gas network.

2020 Energy Consumption Data Analysis

Dr Maurits Evers, Forecasting Analyst, provided a review of data on the impact of COVID-19 on electricity consumption in the ACT. Changes in load profiles recorded during the COVID lock-down period are similar (in trend) to those reported by Energy Networks Australia: increase in mid-day energy consumption in residential demand, with an average increase in residential demand of around 19% for March to May; average decrease in business demand of around -11% for March to May. The changes noted are of a similar order of magnitude as typical year-to-year variations due to changes in network structure, environmental conditions, major projects and organic growth. Dr Evers noted that the recorded changes in feeder load profiles are well within continuous rating safety margins.

Members discussed whether working from home was influencing consumer energy consumption or behaviour, and what future energy consumption might look like. There were questions about subtle variations in the data and

changes in energy consumption during the week compared with on weekends, and residential compared with commercial areas.

Peak Demand Tariff Post-Implementation Review

Regulatory Pricing Group Manager Emily Brown presented a review of Evoenergy's peak demand tariff, implemented in 2017, and outlined plans for a post-implementation review to determine how effective the peak demand tariffs have been at achieving objectives.

Members provided initial feedback on what their constituents have said about peak demand tariffs, and asked questions about the differences between network and retail tariffs. Members also asked about customer access to, and understanding of, their consumption data, and how Evoenergy might support consumer understanding of these tariffs.

Evoenergy Annual Customer Survey

Evoenergy conducted its annual customer survey over 2 weeks in July and August. Samantha Lloyd, Strategic Communications Advisor, presented an overview of customer feedback. Evoenergy will incorporate the survey results into Evoenergy planning and strategic initiatives. Members challenged Evoenergy on responding to customer communication preferences, and encouraged Evoenergy to remain mindful of providing accessible customer notifications and experiences, for customers who are not digitally engaged or empowered.

ECRC information, including meeting presentations, is available at www.evoenergy.com.au/consumerengagement

The next meeting of the ECRC is in December 2020.

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