

Evoenergy Energy Consumer Reference Council Communique Meeting – 3 June 2021

The Evoenergy Energy Consumer Reference Council (ECRC) met on 3 June 2021 in a mixed forum, virtually, and in person at the Greenway Depot.

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

ECRC Chair Ms Rosemary Sinclair opened the meeting reflecting on the 20th anniversary of Reconciliation with a focus during this Reconciliation week on action achieved through meaningful reflection and dialogue.

The following presentations and discussion occurred at the meeting:

Safety Share

Group Manager Network Services, Ms Zoe Chadwick presented a case study where an elevated work platform (EWP) overturned when being loaded onto its trailer. Ms Chadwick spoke about the investigation, identification of root cause and the engineering solution being implemented to prevent a reoccurrence, coupled with an adjustment to induction training based on this incident.

Customer Share

Evoenergy Strategic Account Manager, Derrin Limbrick presented on engagement with Evoenergy's Major Customer groups to gain a deeper understanding of the information they would like access to and their communication preferences. This information led to the creation of a major customer newsletter, shared today with ECRC Members. Members discussed utilisation of this type of messaging with broader customer groups, noting the need to tailor to varying demographics.

Network pricing FY21-22 update

Group Manager Regulatory Pricing, Ms Emily Brown provided an update on Evoenergy's 21/22 pricing proposal, approved by the Australian Energy Regulator (AER) on 14 May 2021. This includes approval of a tariff trial for customers with batteries, noting the AEMC decision on these trials, expected in July 2021 is needed prior to this trial commencing. All pricing documents are now available on the AER's website.

EN24 engagement introduction

Group Manager Regulatory Reviews, Ms Gillian Symmans provided an overview of engagement processes associated with Evoenergy's regulatory submission for the 2024 – 2029 regulatory period (EN24). A timeline was provided of key dates noting proposal submission was due January 2023, with the formal process commencing October 2021. Early visibility of proposed tools and mechanisms was provided, noting the strategy is in development. Members noted the need to build understanding and awareness to address asymmetrical knowledge in the Community as an important factor.

Members' thoughts on this early view of the program including reporting mechanisms to promote line of sight from the ECRC to the Joint Venture Board were sought.

Customer Service Incentive Scheme (CSIS)

Group Manager Customer Delivery, Alison Davis discussed the AER's incentive schemes focusing on opportunities to engage with the ACT community on a CSIS, a principle-based framework approach focused on customer preferences. Endorsement to proceed with consumer engagement was provided by the ECRC, with a commitment from Evoenergy to provide additional detail to members.

Annual planning report

Principal Engineer Strategic Planning, Rebecca Beasley provided a view of Evoenergy's Electricity Annual Planning Report 2020 (The Report), published annually as required by the AER. The purpose of the report was detailed including how the report works with the regulatory submission process. Ms Beasley demonstrated a new tool introduced in the 2020 report, an electricity network constraints map enabling consumers to view current and forecast network constraints.

Understanding our customers

Communications Officer, Lauren Wachniewski presented outcomes of an in-depth survey of Evoenergy's customers registered as requiring life support equipment at their home. Ms Wachniewski provided insights into the rich customer narratives received through the survey, noting a high willingness of this cohort to engage. The information provided by this cohort challenged internal assumptions and has identified actions to address key opportunities.

ECRC information is available at www.evoenergy.com.au/consumerengagement

The next meeting of the ECRC is in August 2021.

For further information please contact Evoenergy Customer Delivery Group Manager [Alison Davis](#) on 0402 333 353.