

## **Evoenergy Energy Consumer Reference Council Communique**

### **Meeting 42 – 20 August 2021**

The Evoenergy Energy Consumer Reference Council (ECRC) met on 20 August 2021 virtually to comply with COVID lockdown restrictions.

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), and the Conservation Council participated in the meeting. In addition, observers from the Australian Energy Regulator (AER) attended the meeting as part of the electricity network 2024-2029 regulatory submission process until such time as the Consumer Challenge Panel (CCP) is established.

The following presentations and discussion occurred at the meeting:

#### **Safety Share**

Group Manager Strategic Safety, Risk, and Compliance, Ms Zoe Dougall spoke about Evoenergy's approach to safety with actions speaking louder than words, recounting an incident where an Evoenergy crew member identified a piece of asbestos sheeting had fallen from a building housing electrical infrastructure. Despite the building not being owned or maintained by Evoenergy, the crew member recognised the risk to the community of the broken asbestos and immediately put in place actions to fence off the site, and remediate the issue to keep the community safe.

#### **Customer Share**

ACTCOSS Senior Policy Officer Geoff Buchanan shared an overview of the works ACTCOSS undertake, focusing on fair and equitable outcomes for and key issues facing small energy consumers in the ACT. Mr Buchanan spoke to two case studies, both highlighting the gap that can exist between the Distributor and the retailer and make resolution of certain issues challenging for consumers. The first case study involved a gas meter read error creating stress and requiring significant effort from the customer to resolve. The second involved allocation of a demand tariff and the inability of the customer to easily understand and manage their bill impacts.

Discussion with members followed with an overview of the controls in place to prevent incorrect meter reads provided by Evoenergy.

#### **Member updates**

Throughout multiple Member updates the energy transition to net zero 2045 was raised. Topics included safety of lithium batteries as EV chargers increase, response to climate change, the gas network transition, and education and equity throughout this transition. Following discussion, a new *Energy Transition* standing agenda item was proposed.

#### **Tariff Structure Statement update**

Group Manager Regulatory Pricing, Ms Emily Brown provided an update on Evoenergy's Tariff Structure Statement (TSS) forming part of Evoenergy's regulatory submission for the Electricity Network 2024 – 2029 submission (EN24) and upcoming tariff trials. The benefits and risks of the recent export rule change were explained including customer impacts of a more equitable distribution of costs related to export of excess solar generation to the grid.

Ms Brown presented in detail two electricity network tariff trials that are confirmed to commence in 2021/22, the Residential Battery tariff and Large-scale battery tariff.

#### **EN24 engagement strategy**

Group Manager Regulatory Reviews, Ms Gillian Symmans presented the consumer engagement strategy for the upcoming EN24 regulatory review. The strategy is designed to ensure the regulatory proposal reflects the diverse

views from members across the ACT community. The program will be delivered over several phases between October 2021 and July 2022, with an aim to have a draft proposal for August 2022. Ms Symmans confirmed the establishment of the Community Panel and a dedicated engagement website are being worked on now.

ECRC information is available at [www.evoenergy.com.au/consumerengagement](http://www.evoenergy.com.au/consumerengagement)

The next meeting of the ECRC is in October 2021.

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