

# Evoenergy Energy Consumer Reference Council



Meeting #58 | Tuesday 2 July 2024

## Attendees

- Evoenergy executive team
- Current ECRC members

*See meeting minutes for full attendee list.*

## Agenda

- **Electricity Network Five-Year Plan (EN24):** Final decision on Evoenergy's 2024-29 plan and changes to network charges
- **Gas Network Five-Year Plan (GN26):** Summary of Reference Service Proposal
- Recovery of network investment cost

## Discussion highlights

- Members reviewed the key changes in the EN24 plan, focusing on how these will affect network charges over the next five years.
- The group discussed the potential impacts on customers, particularly in terms of cost and service reliability.
- There was a consensus on the need for Evoenergy to communicate these changes clearly to ensure customers are prepared and informed.

### Customer Share:

- Members shared their insights and experiences, with a focus on how the upcoming network changes will impact customers. There was a particular emphasis on the need for clearer communication regarding the implications of the EN24 and GN26 plans on both residential and commercial consumers.
- The importance of transparent communication about network changes and their impact on customers was highlighted.

- Members suggested that Evoenergy should increase efforts to engage directly with customers to better understand their concerns and needs.

### Electricity Network Five-Year Plan (EN24)

- Members reviewed the key changes in the EN24 plan, focusing on how these will affect network charges over the next five years.
- The group discussed the potential impacts on customers, particularly in terms of cost and service reliability.
- There was a consensus on the need for Evoenergy to communicate these changes clearly to ensure customers are prepared and informed.

### Gas Network Five-Year Plan (GN26)

- The group discussed the challenges of recovering investment costs in the context of the ACT's transition away from gas.
- Concerns were raised about the potential financial burden on customers, particularly those who may be least able to afford the transition.
- There was a call for Evoenergy to explore alternative approaches to cost recovery that could mitigate the impact on vulnerable customers.

## Outcomes and agreed next steps

- Evoenergy will provide detailed communication materials explaining the changes to network charges, which will be distributed to customers in the coming months.
- Evoenergy will continue to engage with stakeholders, including the ACT Government, to explore options for supporting customers during the transition.
- A more detailed discussion on the GN26 engagement program will be included in the agenda for the next ECRC meeting
- Members appreciated the focus on critical issues such as the EN24 and GN26 plans.
- There was a suggestion to allocate more time for open discussion in future meetings to allow for deeper exploration of complex topics.
- Members are encouraged to provide feedback on the ECRC meetings and suggest future agenda items.



NEXT MEETING | Thursday 15 February 2024 9.30am – 11.30am