

Session 10, 22 May 2025

- Outline proposed disconnections approach and costs
- Share final thinking on adjusting gas network prices
- Share stakeholder feedback on draft plan
- Share our proposal positions

Attendees

- 22 forum members
- 3 observers: Australian Energy Regulator, Consumer Challenge Panel
- 11 Evoenergy staff

Presenters

- Ashlyn Napier, Principal Regulatory Economist
- Lev Yulin, Group Manager Regulatory Pricing and Analysis
- Gillian Symmans, Group Manager Regulatory Reviews and Policy

Facilitator

Helen Leayr,
Communication Link

Activity 1: Approach to recovering costs for the gas network safety control program through disconnection charges

Do you support the proposed means of collecting the costs (approximately \$29 per disconnection) from customers that are temporarily disconnecting?

Participants felt that the fee was reasonable and are comfortable with the proposed means of collecting the fee as part of the temporary disconnection costs. There were also suggestions for exploring funding through ACT Government and subsidies.

What ideas do you have for Evoenergy's proposed gas network safety control program?

Participants shared the following ideas; TV adds, retailers sharing information, community events and newsletters, rental agreements, engaging with culturally and linguistically diverse leaders, posters, online mapping tool, public transport advertising and creating a catchy campaign that people will easily remember. Further ideas were shared about ways to clearly identify a temporary disconnection including large labels with a warning about live gas, painting the meter red and having customers sign waivers to acknowledge they understand the type of disconnection they have.

Activity 2: Proposed revenue cap

What feedback do you have on our proposed approach to minimise price variability under a revenue cap?

- A demand forecast driven by customer research
- Flatter tariffs – balancing demand uncertainty
- Updating forecasts for ACT Government taxes and levies

Agreement that the approach to demand forecasting based on customer research was an improvement, suggesting it provides more comfort to customers about the planning.

It was agreed the tariff balancing was reasonable and suggested the move was in the right direction and provided a good signal to customers. Other participants thought there is more to be addressed, questioning whether a gradual 10% reduction in block 1 charge was enough, suggesting it could be greater.

Participants were comfortable with the approach to adjust government charges on a yearly cycle to align with the ever-moving Government policy cycle. The yearly approach was considered sensible by participants as it allows for flexibility to adjust pricing and shows transparency which gives customers more confidence in decision making.

Activity 3: Final thoughts - 'Signing off with...'

Before Evoenergy lodges the gas five-year plan – do you have any final thoughts?

Participants expressed their thanks towards Evoenergy for engaging, keeping them informed and being able to influence conversations in the community forum process. Some reflected on how much they had learnt as a part of the process and others encouraged Evoenergy to continue to push the boundary and be innovative in their approach. A couple participants suggested further work is needed on block charges and flattening tariffs.

Next steps

- Update session 10 dashboard summary based on today's feedback
- Keep in touch via Slack
- Next session: 30 October 2025