

## Session 6, 15 August 2024

- Prepare the Community Forum Report to Evoenergy

### Attendees

- 27 forum members
- 4 observers:  
Energy Regulatory Advisory Panel;  
Australian Energy Regulator and Energy Consumers Australia
- 8 Evoenergy staff

### Presenters

- Barry Harvey,  
Market Transactions Manager
- Gillian Symmans,  
Group Manager Regulatory Reviews and Policy

### Facilitator

Helen Leayr,  
Communication Link

## Group activity 1: Supporting customers during the transition

### 1) Should Evoenergy seek additional funding for programs to support customers during the transition?

Participants were split with some suggesting Evoenergy should seek funding, others felt Evoenergy should not add further to customer costs and that the responsibility for funding these types of activities rests with others. It was suggested it should be a shared responsibility across Evoenergy, State and Federal Government. It was also suggested that the retailers had a role to play in funding and delivery of customer communication.

### 2) What are your priorities for supporting customers and who should be responsible for implementing them?

Participants felt clear communication is key and shared suggestions such as effective advertising, education programs and that information is included with the bills, noting that people are time poor. A mixed view was shared about whether the Government or Evoenergy should be responsible.

It was suggested that customers could be supported by reducing the ability of retailers to unnecessarily increase costs.

## Group activity 2: Finalising the Community Forum Report to Evoenergy

Participants prepared a Community Forum Report to Evoenergy that summaries and outlines priorities for Evoenergy's 2026-2031 gas network access arrangement regulatory proposal. The report is an independent record of the collective views of the participants. It will be provided directly to Evoenergy, who may share it with regulators, government and other industry organisations.

**As a group participants reviewed an initial draft prepared by Communication Link. They considered what was missing, what needs changing and what needs improving. There were a range of edits made to the document.**

The Community Forum Report will be distributed as a draft for review by participants for any final corrections. Participants agreed that one week would be provided for participants to review the draft. It was agreed that the document did not require any graphic design.

## Next steps

- Session 7, 14 November 2024
- Update session 6 dashboard summary based on today's feedback
- Share updated community forum report with members for final review
- Keep in touch via Slack