

Session 1

10 November 2025

Session purpose

- How the NSW Customer Forum will work and get to know each other.
- Briefing on the role of Evoenergy in the energy market.
- Information on the energy transition, and what it means for the residents of NSW who are connected to gas.
- Evoenergy's gas network.
- Introduction to the asset recovery costs of decommissioning the gas network.

Attendees

- 19 forum members
- 3 observers from Australian Energy Regulator and Consumer Challenge Panel
- 8 Evoenergy staff

Presenters

- Megan Willcox, General Manager Economic Regulation
- Gillian Symmans, Group Manager Regulatory Reviews and Policy
- Alexis Hardin, Economic Regulatory Manager

Facilitator

- Helen Leayr, Communication Link

Outcomes

Activity 1: Icebreaker quiz

The forum answered a series of fun questions about themselves to get to know one another and practice using the program Slido.

Activity 2: Forum operating principles

Q: What behaviours and expectations do you want to guide the work of this forum?

The forum highlighted the following operating principles as important to them: listening, participation, respect, asking questions, inclusivity, considerate, confidentiality and trust, no such thing as a dumb question or answer, showing formal politeness and courtesy in behaviour or speech (civility) and knowledge building.

Activity 3: Transitioning from gas

Q: How quickly do you think you will shift your energy use from gas to electricity?

A total of 5% of members said they have 'already switched', 26% said they will likely switch between '1-5years,' 32% of members said they will likely switch at '5+ years' and 37% of members said they have 'no plans to switch.'

Q: How much influence do you think ACT Government policies have on the decisions of Evoenergy's NSW gas customers?

'A very strong influence' was voted as the top choice followed by 'strong influence', 'minimal influence' and 'with no influence at all' receiving the least votes.

Q: Consider the new (around \$2,200) upfront charge to connect to the gas network. How do you think this will impact new customers' decision to connect to Evoenergy's gas network in NSW?

It will discourage some, but others will still connect' was voted as the top choice followed closely by 'it will stop most people from connecting.' Approximately half of members voted for each of above two options.

Outcomes continued...

Activity 4: Alternative approaches to recovery of asset costs (depreciation)

Q: What are the strengths and weaknesses of each approach?

Straight-line depreciation with technical asset lives – customer impact is low as same system as now, although noted large increase for customers staying on the network, which may penalise those unable to shift. Noted it is economically unviable.

Straight-line depreciation using economic asset lives - significantly raise costs for customers, unfairly impacting low-income households who may struggle to transition early without financial support. Not considered palatable.

Sum-of-years digits depreciation with economic asset lives - spreads costs more evenly across users and reduces upfront burden for low-income customers but relies on accurate modelling to avoid unfair advantages or penalties for early or late movers.

Q: Are there any impacts for NSW customers of these approaches that may be different to ACT customers? Why? Why not?

The feedback across all depreciation options was consistent. Feedback noted that NSW customers will face higher costs, with none of the potential supports or benefits that are provided by the ACT Government. Participants also noted concerns about any future changes in Government policies that may have further impacts on NSW customers.

Q: What further information do you need to understand the issues and tell us what you think?

The forum requested additional information about gas bottles, gas and energy bill discounts, other uses for the gas network, CPI impact on the modelling done so far and incentives for local gas appliance tradies. The forum suggested more information sessions are needed for time poor customers to learn about the energy transition.

Next steps

- Update session 1 dashboard summary based on today's feedback.
- Keep in touch via Slack
- Next session: 17 November 2025