

## **Evoenergy Energy Consumer Reference Council Communique Meeting 26 – 12 December 2018**

The Evoenergy Energy Consumer Reference Council (ECRC) met on 12 December 2018 at Evoenergy Control Centre, Fyshwick. The meeting included a tour of the Control Centre and Contact Centre.

Representatives from Australian National University, Gungahlin Community Council, Tuggeranong Community Council, the Conservation Council ACT, Council on the Ageing (COTA), Engineers Australia, Property Council of Australia (ACT) and the Canberra Business Chamber participated in the meeting.

The following presentations and discussion occurred at the meeting:

**Tour of Evoenergy Control and Contact Centres;** ECRC members were able to ask questions about operations and consumer issues related to these critical functions.

**2019-24 Electricity Regulatory Submission;** Evoenergy provided an update on the revised 2019-24 electricity proposal which was submitted on 29 November 2018. Third party submissions are due on 11 January and a final decision will be released by the Australian Energy Regulator (AER) in April 2019.

The revised proposal can be viewed on the AER website <https://www.aer.gov.au/networks-pipelines/determinations-access-arrangements/evoenergy-actewagl-determination-2019-24>

ECRC members heard an update on the revised Tariff Structure Statement presented to the AER, and on cost pass-through applications to the AER for three areas: new vegetation management responsibilities; new ring-fencing obligations; and the implementation of the Power of Choice reforms. This particular application was submitted on 7 December. The outcome is expected in early 2019.

**Evoenergy Brand, Media and Communications;** Evoenergy presented an update on the Evoenergy brand and some future communication ideas for discussion. The ECRC provided feedback on communication programs with a preference for a focus on energy safety and increasing an understanding of what Evoenergy does.

**Evoenergy Consumer Engagement Update;** Recent engagement activities have included activations at Canberra's Home and Leisure Show and consultation with ACT solar industry. Members were invited to provide input to the development of the next Evoenergy Consumer Engagement Strategy.

Evoenergy also sought feedback with respect to engagement on Evoenergy's Consumer Engagement Strategy and the development of the regulatory proposal for the 2021-26 Gas Access Arrangement. The ECRC suggested ways to engage with both the ECRC and all stakeholders on these topics, highlighting the importance of making information relevant and easy to understand.

Copies of presentations are available at [www.evoenergy.com.au/consumerengagement](http://www.evoenergy.com.au/consumerengagement)

The next meeting of the ECRC is scheduled for February 2019. For further information contact Evoenergy Consumer Engagement Manager [Giuliana Baggoley](mailto:Giuliana.Baggoley@evoenergy.com.au) on 0459 873 434