

Evoenergy Energy Consumer Reference Council Communiqué Meeting 25 – 3 October 2018

The Evoenergy Energy Consumer Reference Council (ECRC) met on 3 October 2018.

Representatives from Australian National University, Master Builders Association, Tuggeranong Community Council, ACT Council of Social Services, Canberra Urban and Regional Futures, Engineers Australia, Property Council of Australia (ACT Division) and the Canberra Business Chamber participated in the meeting. ECRC members were joined by a member of the Australian Energy Regulator's Consumer Challenge Panel.

The following presentations and discussion occurred at the meeting:

Appointment of new ActewAGL CEO; John Knox has been appointed as the new Chief Executive Officer of ActewAGL. He will replace Michael Costello, who retires after an impressive 10-year tenure. Under Michael's stewardship ActewAGL established the ECRC and Michael spoke to the meeting about his experiences over the decade. Members thanked Michael and wished him well.

2019-24 Electricity Regulatory Submission; Evoenergy provided an update on the Australian Energy Regulator (AER) Draft Determination that was released on September 27th. Consumers asked about the financial implications of the AER Draft Determination and what the impact of various draft decisions may be on Evoenergy planning, consumer groups and stakeholders. The meeting discussed plans for further consumer engagement by Evoenergy, and which elements of the Draft Determination required further engagement with consumers.

The Chair urged all ECRC members to attend the Australian Energy Regulator's pre-determination conference being held in Canberra on Wednesday October 10. A presentation will be made on behalf of the ECRC by the Chair outlining the ECRC experience of the regulatory proposal development process consumer engagement program.

Evoenergy Consumer Engagement Update; Recent engagement activities including Energy Matters, focussed on proposed tariff structure statement changes that have the potential to impact larger Evoenergy customers. Feedback from this well-attended event was shared with the ECRC, and will be applied in future engagement event planning. Members of the ECRC were encouraged to review the draft of The Energy Charter, an industry Charter for organisations across the energy supply chain.

Evoenergy Reliability Strategy; Following consultation at April's ECRC meeting, Evoenergy Asset and Network Performance Branch returned to present their draft Reliability Strategy, that addresses Evoenergy strategic themes of value, service, working smarter and future proofing. Members provided feedback on the Strategy's clarity and approach, and were interested in stories behind service levels experienced by a range of consumers, and how Evoenergy is working to future proof on reliability. ECRC members expressed interest gathering additional input from their communities.

Customer Experience; Evoenergy opened discussion about customer journeys and consumer feedback favoured a rigorous approach to testing a range of customer scenarios and considering consumer types in each scenario, to improve customer experiences.

Copies of presentations and papers presented to the meeting are available at www.evoenergy.com.au/consumerengagement. The next meeting of the ECRC is scheduled for December 2018. For further information contact Evoenergy Consumer Engagement Manager [Giuliana Baggoley](mailto:Giuliana.Baggoley@evoenergy.com.au) on 02 6293 5775