

Evoenergy Energy Consumer Reference Council Communique Meeting 33 – February 12 2020

The Evoenergy Energy Consumer Reference Council (ECRC) met on 12 February in Canberra.

Representatives from Gungahlin Community Council, Tuggeranong Community Council, Council on the Ageing (COTA), the ACT Council of Social Service (ACTCOSS), Engineers Australia, Canberra Business Chamber, the Australian National University, and Conservation Council ACT Region participated in the meeting. A representative from the Australian Energy Regulator (AER) Consumer Challenge Panel (CCP24), and the chair of the Australian Energy Regulator's Consumer Challenge Panel 24 attended as an observer.

The following presentations and discussion occurred at the meeting:

Gas Networks Access Arrangement Review (GN21); Evoenergy presented an outline of Evoenergy's gas networks draft plan, central to which is the ACT Government's Climate Change Strategy. This confidential presentation covered an outline of proposed bill impacts and revenue requirement, capex, opex and customer forecasts. Members also heard an update on the consumer engagement plans for consultation following the publication of the draft plan at the end of February. Members have expressed interest in a member draft plan review session upon the publication of the draft plan, to allow time to consider their response to the draft plan.

Summer Operational Initiatives Review and Bushfire Impact; Evoenergy shared the results of the 2019 summer operational initiative to commence property access 7:00am and outages by 7:30am to minimise worker exposure to high afternoon temperatures and restore consumer power supply before afternoon peak temperatures. To date no customer complaints have been received and field crew found the new timing convenient over hotter months. Evoenergy also provided a brief recap of recent efforts by field crew during the extreme weather events in the ACT.

Verges; in response to member questions regarding verges planning in the ACT, Evoenergy provided an outline of vegetation and underground cables on verges. It covered what services are located on verges, undergrounding of the Evoenergy network in new suburbs, and the relevant rules that Evoenergy enforces.

Customer Service Incentive Scheme (CSIS); Members heard an update on the AER's draft decision to make a principles-based CSIS. The intent is to provide incentives for DNSPs to provide customer service that aligns with customers' preferences. Members asked why the AER was considering a change, how distributors might understand what customers value, and how the incentive amount was determined. Evoenergy committed to provide updates on the AER position and any plans to consult with customers to understand their service needs and preferences.

Copies of ECRC presentations are available at www.evoenergy.com.au/consumerengagement

The next meeting of the ECRC is scheduled for April 2020.

For further information contact Evoenergy Customer Interaction Manager [Giuliana Baggoley](mailto:Giuliana.Baggoley@evoenergy.com.au) on 0459 873 434.