

Evoenergy Energy Consumer Reference Council

Meeting 33, February 2020



WELCOME

- Introductions
- Review action and ratify minutes from meeting 32
- Member updates

2019-2020 Summer Operational Readiness Initiatives and Bushfire Repair Works

Paul Wheatley

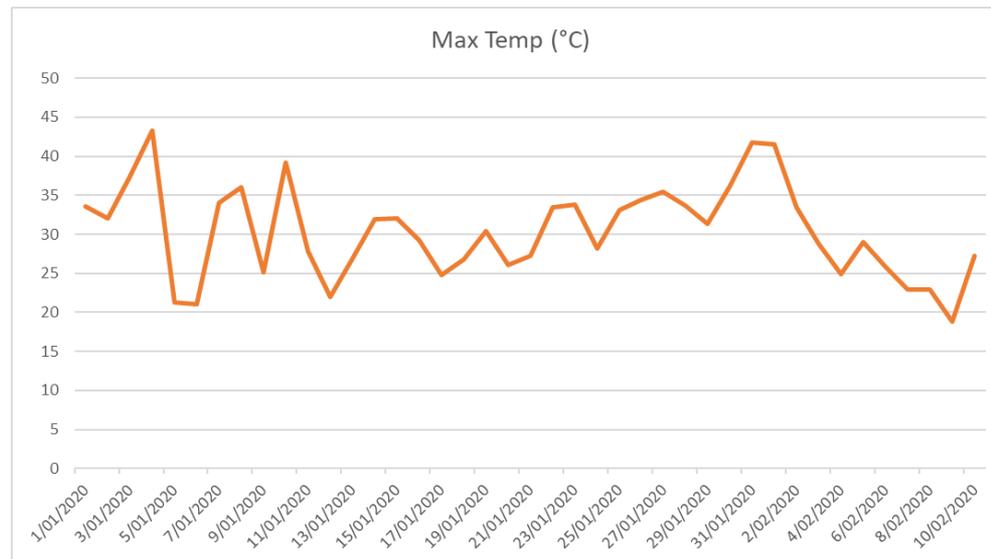
2019-20 Summer Operational Readiness Initiatives

Mid-Jan – mid-Feb - Commencing property access from 7:00am with outages commencing by 7:30am to minimise worker exposure to high afternoon temperatures and restore power for consumers before afternoon peak temperatures

- Public consultation:
 - Communications strategy under development
 - Community consultation to understand sentiment towards earlier planned works commencement (e.g.. ECRC)
- Staffing considerations:
 - Worker consultation in advance of a potential change to start and finish times during the period 13 Jan to 14 Feb 2020 – initial proposal based on wider industry practice 6:30am to 3:00pm
- Health & Safety:
 - Application of elimination as a risk control. A review of the program of work to minimise heavy manual tasks during high risk weather period where possible e.g. no HV Glove and barrier work, minimise backyard pole changes.

Trial Results So Far...

- No negative customer feedback
- Work being completed ahead of hottest temperatures
- Worker feedback on activity types for the next high risk weather seasons
- Large variation to max temp YTD 2020 indicating possible earlier activation in 20/21





GN21 Update ECRC

12 February 2020

What we heard from our consumers

they support environmental sustainability

they want to truly understand costs and impacts of future energy options before decisions are made

they want to be kept informed at all stages of research, planning and transition

they are concerned about the impacts of a transition

they are concerned for vulnerable customers who will need to be supported through the transition

they are concerned about the affordability of current supply and transition

they have a range of views on the continued expansions into new developments

Let us know what you think



The draft plan will be available for comment on our website at [evoenergy.com.au/5yeargasplan](https://www.evoenergy.com.au/5yeargasplan) or email us at consumerfeedback@evoenergy.com.au



You can also visit us at one of our roadshow events. Details can be found at <https://www.evoenergy.com.au/about-us/about-our-network/gas-five-year-plan/gas-network-consultation-program>



Comment on the GN21 draft plan is open until 2 April 2020

Next steps

ROADSHOWS AND DROP-INS

7 ACT Community
Councils
Queanbeyan-
Palerang

Longer drop-in
sessions timed to
coincide with
presentations

CITIZENS' JURY

Response to
Recommendation
Report

Draft Plan launch

OTHER STAKEHOLDER ACTIVITIES AND COMMUNICATIONS

Key Elements
Deep Dive

Hydrogen Test
Facility Site Tours



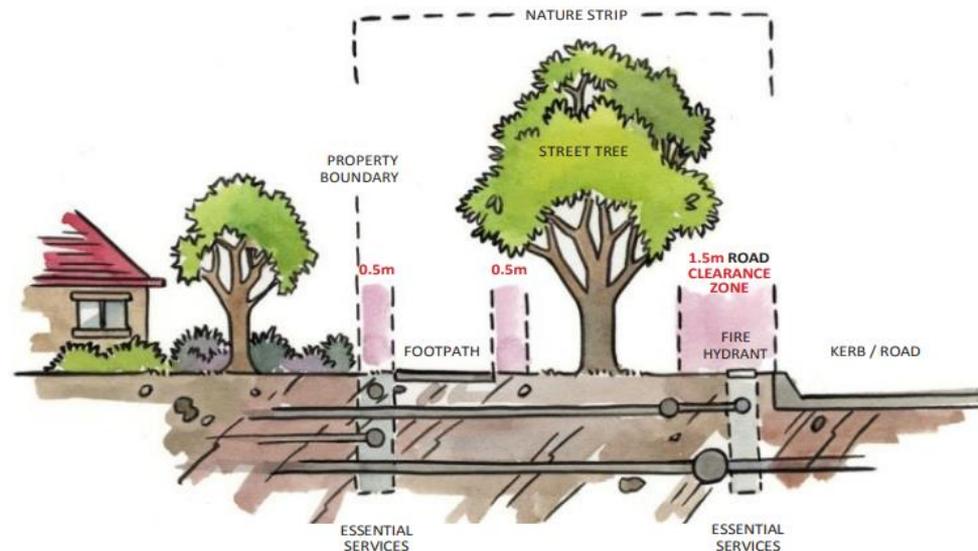
evoenergy

Vegetation & Underground Cables on Verges

Rebecca Beasley
Principal Engineer, Strategic Planning

Who manages verges?

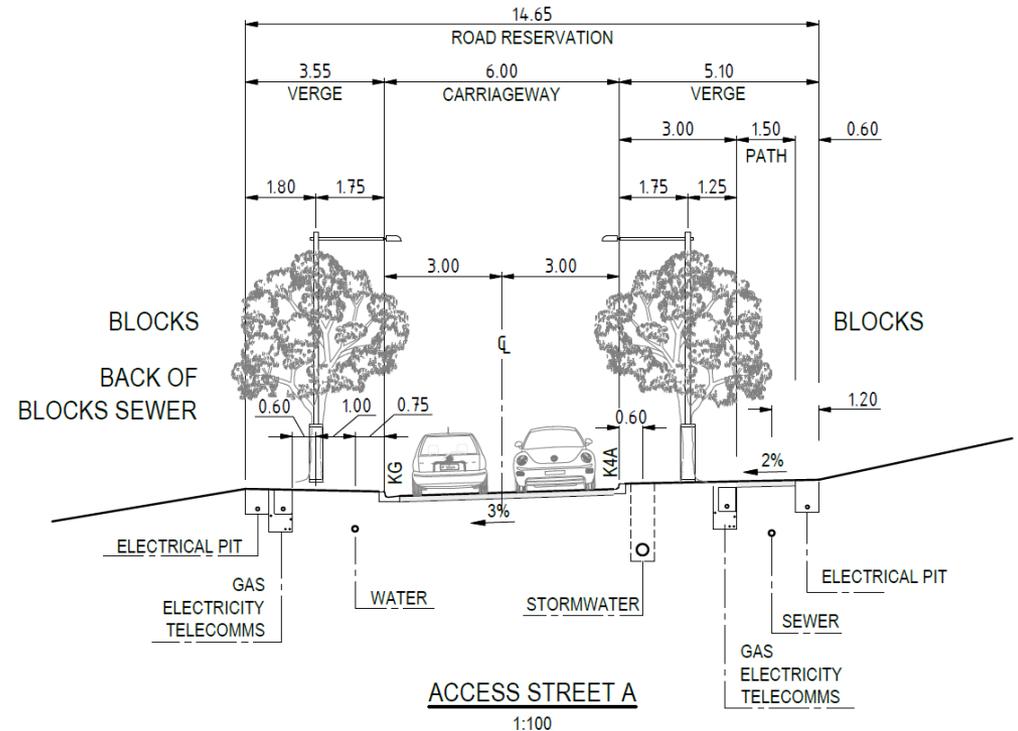
- ACT Government City Services manages governance of verges (nature strips)
- Verge design completed by developers



Source: City Services – Nature Strip Guidelines 2019

What services are located on verges?

- One shared trench for:
 - Gas
 - Telecommunications
 - Electricity (including streetlights)
- Water, stormwater, sewer separate
- Exact layouts designed by developers



Sample street cross-section

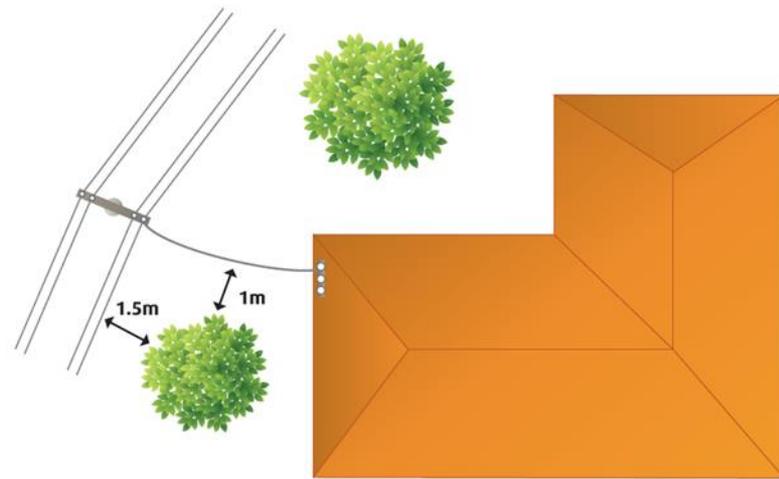
Why underground not overhead in new suburbs?

- It is safer
 - Fire
 - Electrocution
 - Wildlife
- Higher reliability
- Fewer issues for customers – no major tree trimming
- Lower maintenance for Evoenergy



What rules do Evoenergy enforce? Overhead Network

- Strict vegetation clearance rules for the overhead network
 - To reduce the risk of fire
 - To reduce the risk of electrocution



Minimum distance of trees from powerlines is 1.5 metres in most cases. For 1000 volts or higher, the minimum distance increases to 2 metres or greater.

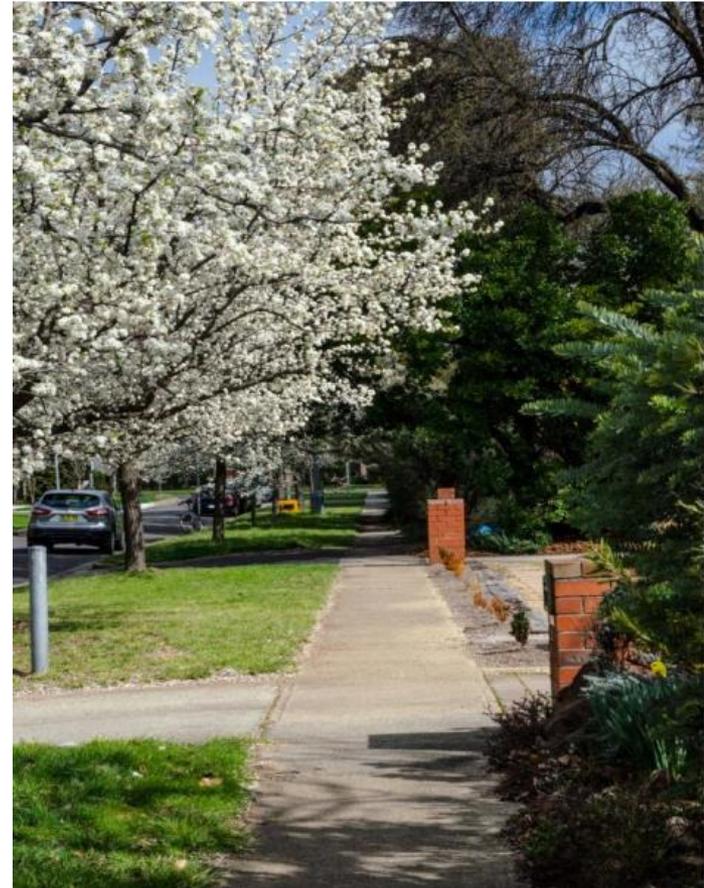
What rules do Evoenergy enforce? Underground Network

- Keep vegetation 1.5m clear of above ground assets such as pillars or padmount substations
 - Provide clear access for condition monitoring, maintenance & repair activities



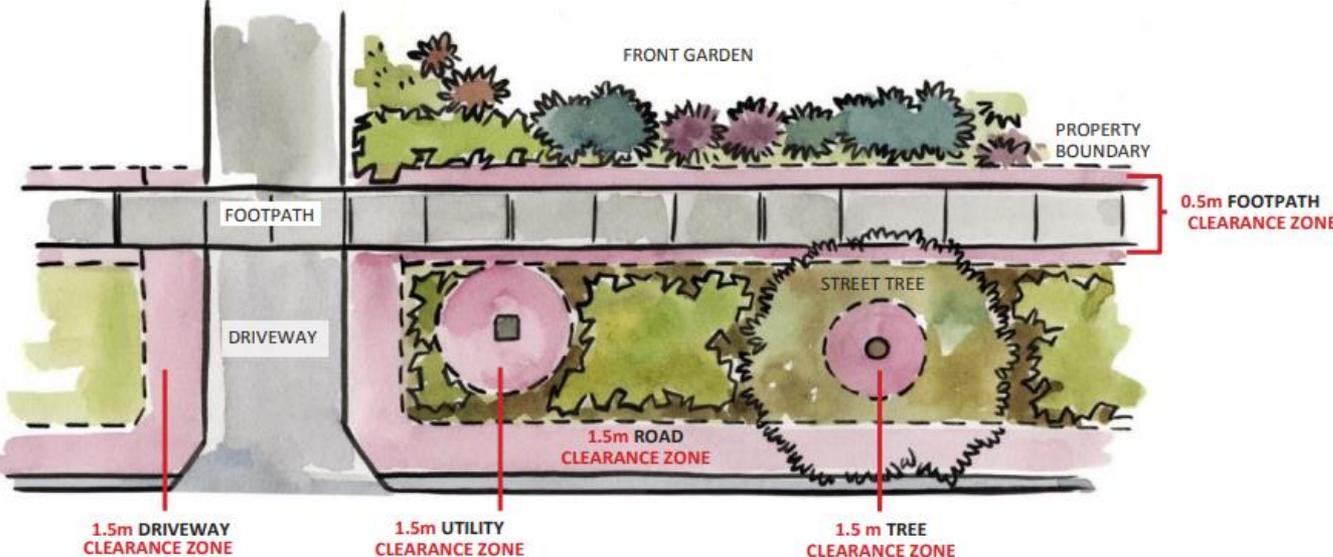
What rules do Evoenergy enforce? Underground Network

- No specific rules around vegetation and underground cables
- Follow ACT Government guidelines for vegetation on nature strips
- If there's a cable fault and we have to dig, we may have to disturb vegetation but we'll do our best not to



Source: City Services – Nature Strip Guidelines 2019

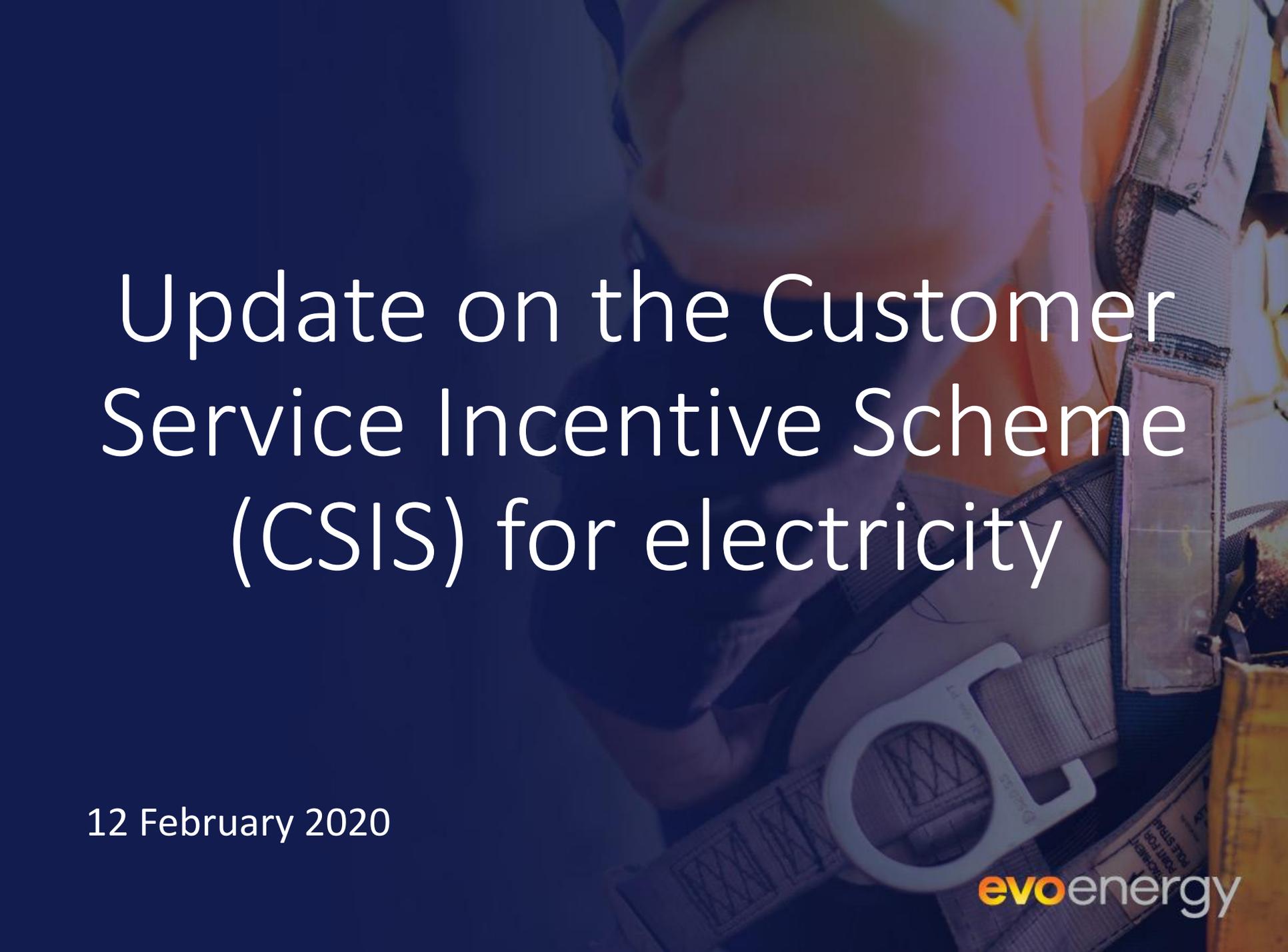
Questions?



Source: City Services – Nature Strip Guidelines 2019



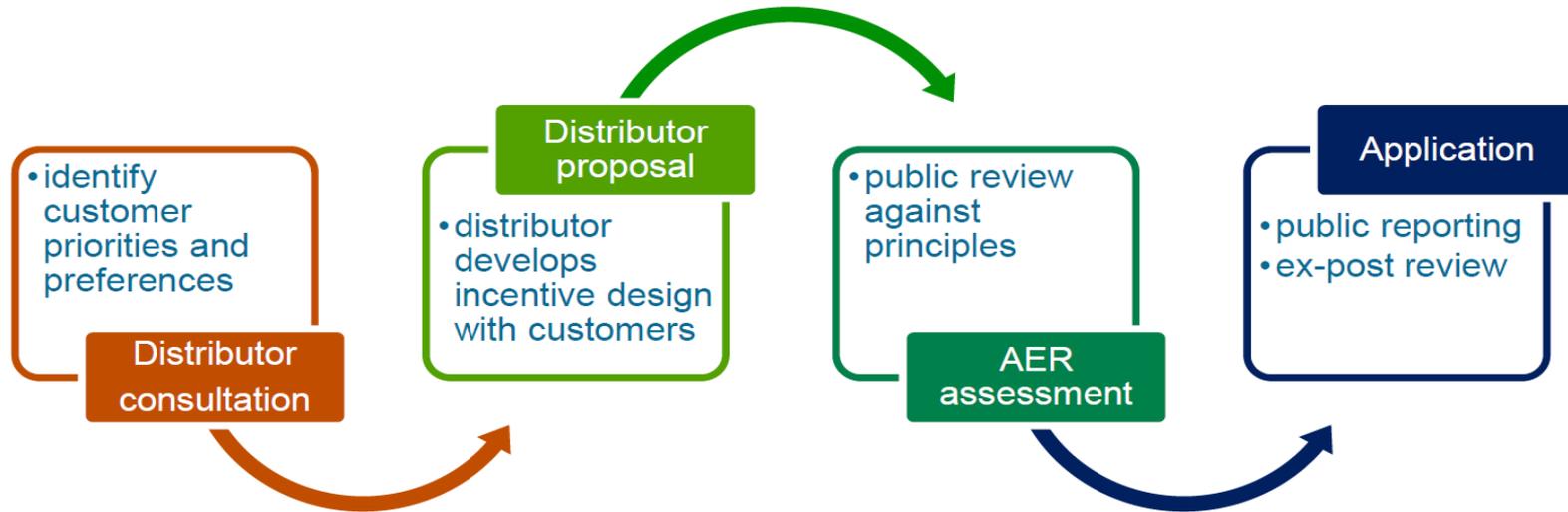
evoenergy



Update on the Customer Service Incentive Scheme (CSIS) for electricity

12 February 2020

AER Draft CSIS: Principles Approach



The Australian Energy Regulator's (AER's) draft decision is to make a principles based CSIS. The AER consider this approach is likely to deliver the best value for customers, by adapting to their needs and selecting the most relevant available parameters.

AER Draft CSIS: Purpose and Objectives

Purpose

Provide incentives for DNSPs to provide customer service that aligns with customers' preferences.

Objectives

- Consistency with the National Electricity Objective.
- Consistency with National Electricity Rules (6.6.4) that permit the AER to develop and publish schemes.
- Alignment of incentives of distributors with customers service preferences; and
- Promotes transparency and understanding of distributors customer service initiatives.

AER Draft CSIS: Elements and Principles

	Scheme element	Principle
1	Performance parameter	<ul style="list-style-type: none">- Valued by customers- Within the distributor's control- Not already covered by incentives
2	Measurement methodology	<ul style="list-style-type: none">- Accuracy, sufficiently independent, auditable
3	Assessment approaches	<ul style="list-style-type: none">- Baseline is neutral performance- Incentivise genuine improvement- Simple relationship between performance and outcome- Expressed as a single value per parameter
4	Financial component	<p>Financials commensurate with</p> <ul style="list-style-type: none">- Rewards or penalties increase with performance- Rates are developed through a robust process- Rates don't exceed customers value of the service level- Overall incentives don't exceed value that customers place on service

AER Draft CSIS: Key features

- Distributors must demonstrate overall customer support for the incentive design. To do this efficiently, AER has decided to allow distributors to leverage existing engagement processes.
- AER's draft position is to cap the level of revenue at risk at 0.5% in line with the default maximum allowed under the NER. This places the same revenue at risk as the telephone answering parameter in service target performance scheme.

AER Draft CSIS: Steps in applying CSIS

Determination Step	Actions
Framework and Approach decision	Indicative view of whether CSIS will apply
Regulatory Proposal	Outline incentive design and consultation approach
Issues Paper	AER to seek comments
Draft Determination	AER draft decision on whether CSIS will apply or not and if so how it will apply
Revised Regulatory Proposal	Respond to AER's incentive design
Final Decision	AER final decision on whether CSIS will apply or not and if so how it will apply

AER Indicative Timeframes

Stage	Date
Submission due on draft scheme	14 February 2020
Stakeholder workshops	February March 2020
Publish final scheme	April 2020



evoenergy

Other business

Next meeting April 15th 2020

Evoenergy

