

Evoenergy Energy Consumer Reference Council Communique Meeting 36 – August 12 2020

The Evoenergy Energy Consumer Reference Council (ECRC) met on 12 August by videoconference.

Representatives from Gungahlin Community Council, Tuggeranong Community Council, Council on the Ageing (COTA), the ACT Council of Social Service (ACTCOSS), Engineers Australia, Better Renting, Canberra Urban and Regional Future (CURF), Master Builders Association of the ACT, Property Council of Australia (ACT), and Conservation Council ACT Region participated in the meeting.

Members of the Australian Energy Regulator (AER) Consumer Challenge Panel (CCP24) attended as observers.

The following presentations and discussion occurred at the meeting:

Australian Energy Market Coordinator (AEMC) proposed rule change - distributed energy resources (DER) integration

AEMC presented on a rule change proposal regarding integration of DER to reflect changing consumer expectations and grid use. The rule change requests followed an extensive and collaborative consultation process conducted through the Australian Renewable Energy Agency's (ARENA) Distributed Energy Integration Program (DEIP). The proposed change may enable pricing tools to send efficient signals for both future network costs and DER investment decisions. The AEMC presentation was followed by Evoenergy's perspective including how implementation of the proposed rule change would impact connected customers.

Members were curious about the proposed rule change proponents; similarities and differences in their proposals; what the changes would mean for consumers; and whether the rule change would benefit all connected customers.

Safety Moment

The safety moment covered safety in design: how it relates to the development application and building approval process. Safe design integrates control measures early in design processes to manage risks to health and safety throughout the infrastructure life cycle.

Gas Networks Access Arrangement Review (GN21)

Evoenergy presented a GN21 update following the AER public forum held on 10 August, which some ECRC members attended. AER feedback and CCP feedback on GN21 was shared, and plans for engagement activities for the coming months were discussed – members were asked to nominate topics they would like engagement on prior to the submission of the revised, final GN21. Members nominated tariffs, demand forecast and potential (electricity and gas) network alternatives as topics of interest.

Evoenergy Annual Customer Survey

Evoenergy conducted its annual customer survey over 2 weeks in July and August. Members learned of the survey methodology and survey goals, in anticipation of learning survey outcomes at a future meeting.

Evoenergy Response to COVID-19

Evoenergy provided an update on management of working arrangements and operations in response to the global pandemic, following similar presentations at the April and June 2020 ECRC meetings. Field crews continue to work in split teams and many staff continue to work from home. The Greenway depot reception remains closed to the public. Planned work remains subject to a review of criticality and customer impact prior to determining whether to proceed. Evoenergy is resuming maintenance and work of longer duration.

ECRC information, including meeting presentations, is available at www.evoenergy.com.au/consumerengagement

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

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