

Evoenergy Energy Consumer Reference Council

Meeting 36, August 2020



Item	Topic
1.	Welcome
2.	Proposed rule change request for export services
3.	Safety moment
4.	Review and ratify minutes of meeting 35
5.	ECRC member updates
6.	Electricity network battery and tariff trial
7.	GN21 update
8.	Evoenergy annual customer survey
9.	COVID-19 operational update
10.	Other business
11.	Close



AEMC

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RULE CHANGE REQUESTS TO BETTER INTEGRATE DER

BRIEFING TO EVOENERGY ECRC

ED CHAN, DIRECTOR

12 AUGUST 2020

The logo for the Australian Energy Market Commission (AEMC), consisting of the letters 'AEMC' in a bold, sans-serif font.

Access and pricing rule change request (x3) – key points

Proponents



St Vincent de Paul Society
VICTORIA
good works



Total
Environment
Centre
for the future

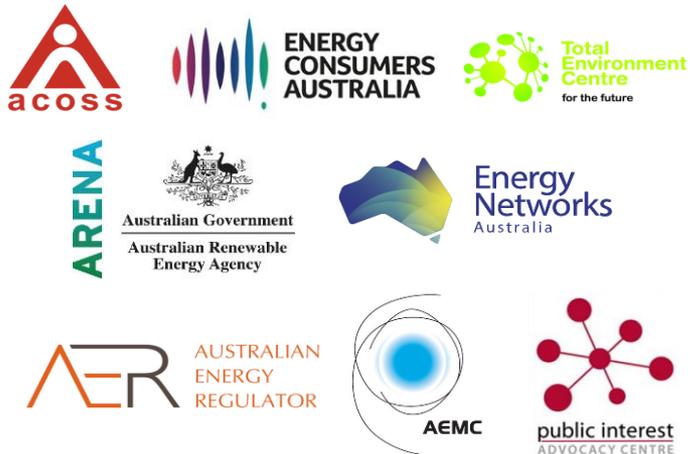


- The rule change requests result from an extensive and collaborative consultation process conducted through ARENA's Distributed Energy Integration Program (DEIP) – see next slide for DEIP outcomes

The requests are a culmination of the DEIP process

- AEMC's 2019 Economic regulatory framework review identified the current distribution access and pricing arrangements are not suitable for a high DER future
- We committed to working with stakeholders through the DEIP platform to identify potential reform options and develop rule change requests

8
organisations

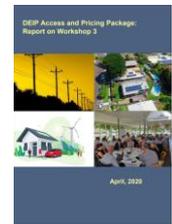


120
participants

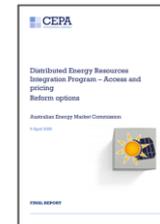
3
workshops

6
Reference
Group
meetings

5
reports



12
findings



Rationale and key issues

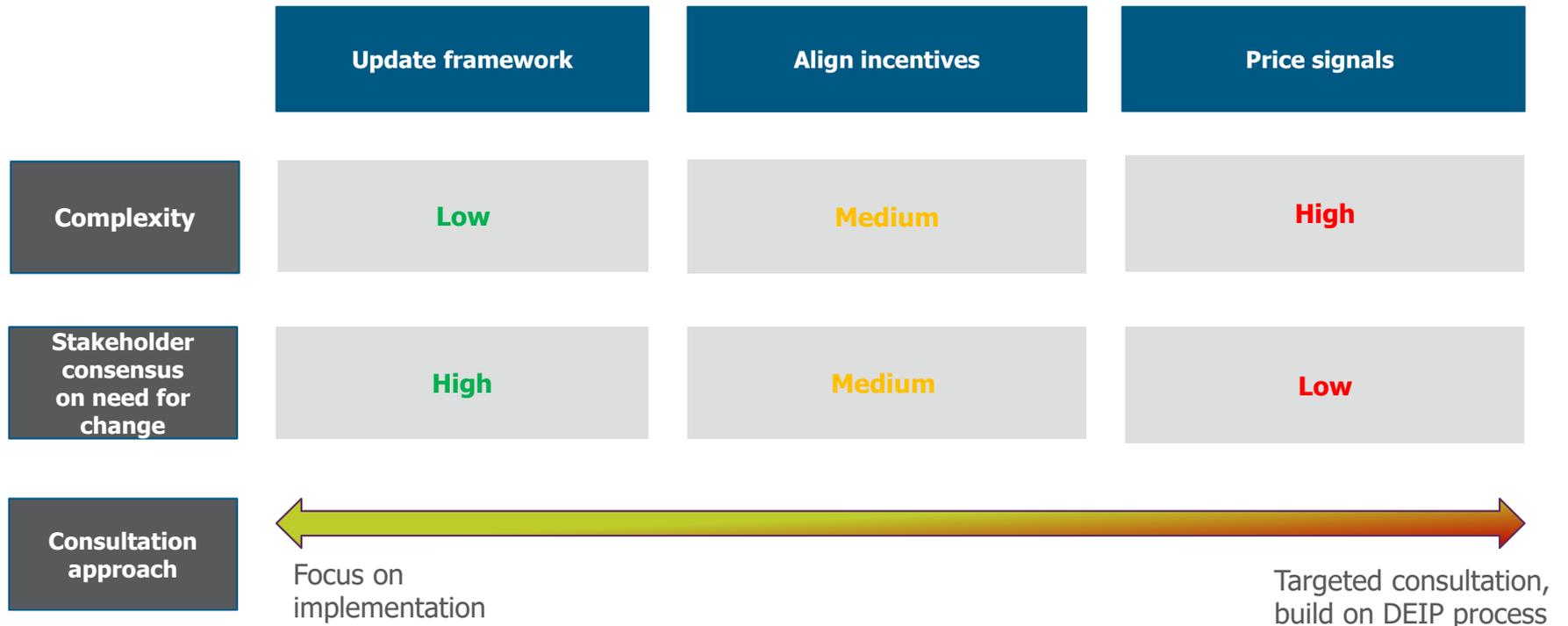
Rationale for the rule change requests

- Regulatory framework no longer reflects changing use of the grid and consumer expectations
- Proposed reforms aim to support shift to a two-way system and optimise DER integration in efficient and equitable way
- Consider equivalent regulatory arrangements for import and export services
- Build on these foundational reforms to evolve regulatory framework over time

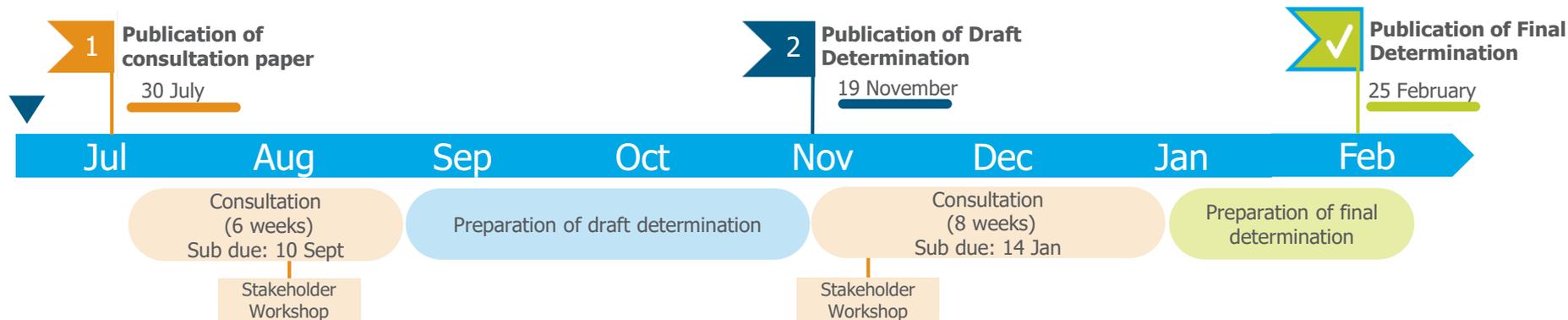
Key issues/outcomes to be achieved

1. Update regulatory framework to reflect community expectation for distribution networks to provide export services
2. Promote incentives for efficient network of DER including investment if appropriate
3. Enable pricing tools to send efficient signals for both future network costs and DER investment decisions

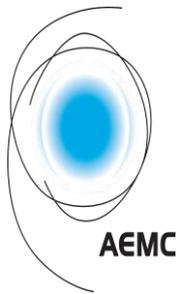
Targeted consultation



Rule change process



- Standard timeframe to make draft and final determinations
- Consultation approach to include stakeholder workshops and a technical working group
- Timeline would allow the AER to make changes to its guidelines and processes before the next distribution reset (NSW/ACT – which start January 2023)



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A background image showing a person wearing safety gear, including a white hard hat, a high-visibility orange vest, and a grey safety harness with a white buckle. The image is overlaid with a dark blue semi-transparent rectangle containing white text.

Proposed Rule Change

Distributed Energy Resources Integration

Leylann Hinch

Strategy and Operations Group Manager

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Implications for Evoenergy's customers

1. Supports renewable energy distribution
2. Supports customer investments
3. Cost allocation
4. Addresses equity concerns

Evoenergy's Preliminary View

- Generally supportive of the rule change proposals
 - Allowing DNSPs to invest opex and capex to support customer exporting facilitates roll-out of rooftop solar PV and batteries
 - Charging exporters rather than all users, including customers without DER, better meets pricing principles
 - Addresses the timing and connection cost disadvantage of late adopters of solar PV
- Curious about scope for implementation of new obligations over time
- Keen to allow for jurisdictional preferences from government policy and customer perspectives

Evoenergy's DER integration initiatives

- Maximise export capacity in 100% PV mandated suburbs such as Ginninderry
- Monitoring and modelling to improve visibility and forecasting of our network constraints



Image source: www.ginninderry.com



On-load tap changer (OLTC)



Safety in Design

Development Application and Building Approval (DABA)

Brendan Commons
Safety Group Manager

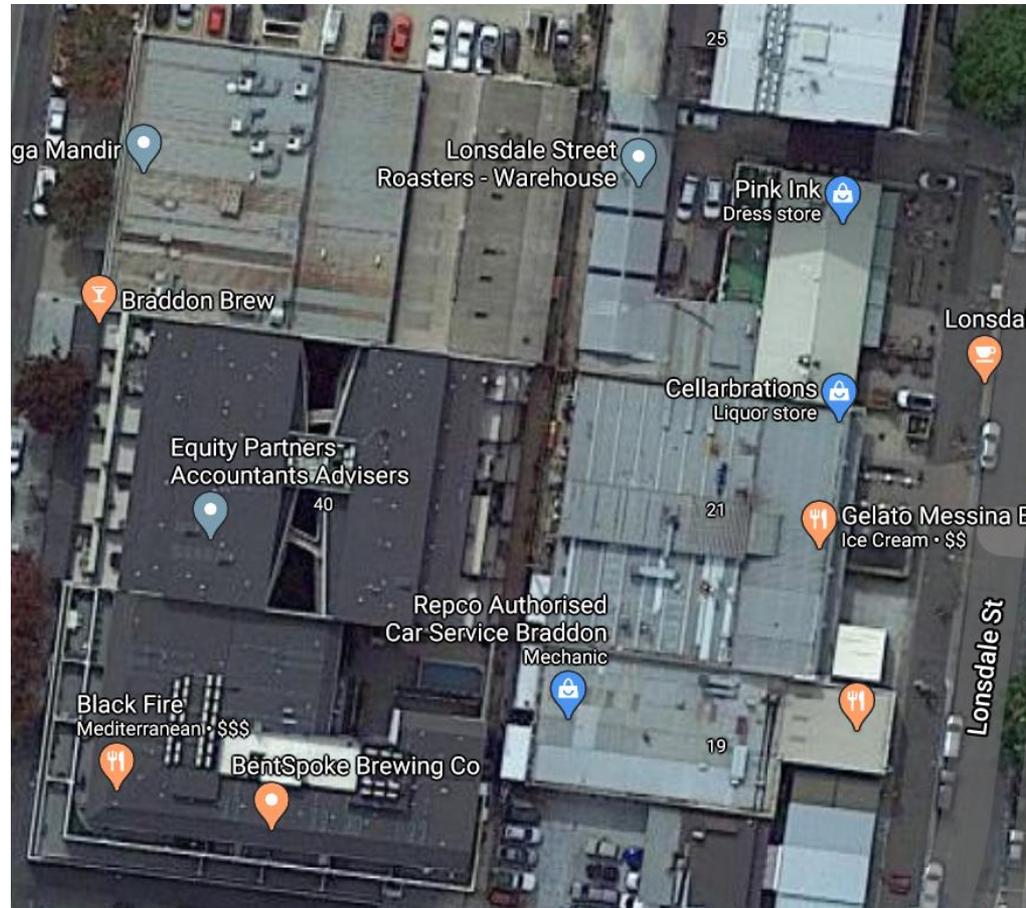
What is Safe Design?

- Integration of control measures early in the design process to eliminate - or minimise - risks to health and safety throughout the life of the structure
- Design for safe construction
- Design to facilitate safe use
- Design for safe maintenance
- Demolition and dismantling

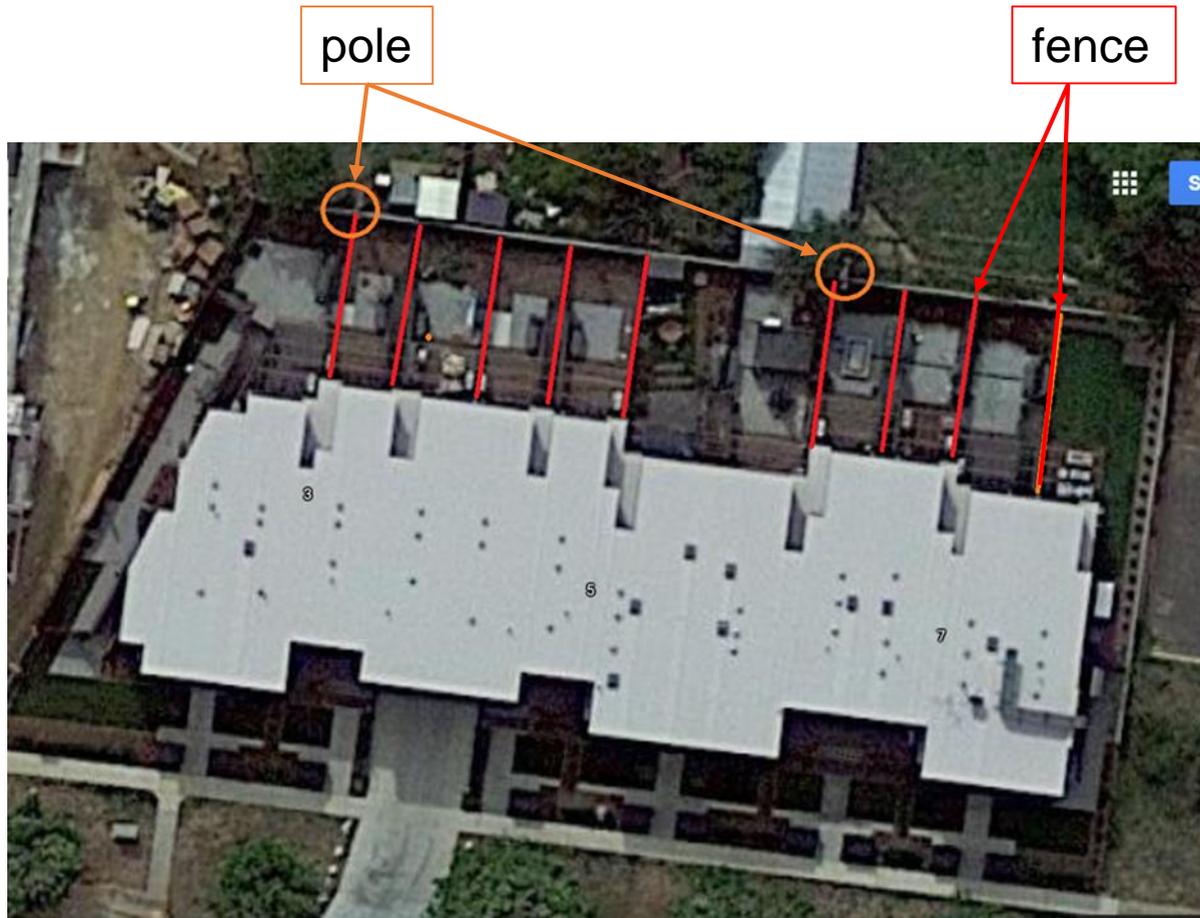
What is DABA?

- Development application and building approval
- Helps ensure maintenance of safe asset clearances
- DABA procedure also ensures that application approval timeframes are compliant with the Planning and Development Act

Safety in Design for Safe Access



Safety in Design for Safe Access



Townhouse development

Safety in Design Review

- Asset Management Committee
- Electricity Network Safety Management System
 - Worker Safety Formal Risk Assessment
- Possible outcomes
 - Design review
 - Development of design criteria through a collaborative risk management approach



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Minutes, actions and updates

- Review actions and ratify minutes from meeting 35
- Member updates

ACTION	OWNER	DUE
Impact of COVID-19 on network	Strategy and Operations Group	Upcoming meeting
Open Energy Networks Framework: AEMO & ENA	Eddie Thanavelil	2020 agenda
Share Evoenergy risk matrix diagram	Bronwen Butterfield	August 12

The background of the slide is a photograph of a person wearing safety gear, including a white hard hat and a high-visibility orange safety vest. The person is looking down, and the image is overlaid with a dark blue semi-transparent filter. The text is centered on the slide.

GN21 update ECRC

Gillian Symmans

Acting Regulatory Reviews Group Manager
12 August 2020

Recap on what has happened since the June ECRC



Key points and issues raised at public forum - AER

- Proposal seems to be a well-considered package and good starting point for the review
- Recognition of the fundamental issue facing Evoenergy, with ACT as a 'trailblazer' and difficulty forecasting demand in this environment
- Impressed with engagement program Evoenergy has undertaken to date
- Importance of Evoenergy review in setting precedent for future reviews for ACT and other jurisdictions
- Four key proposed elements the AER is looking at:
 - reduced asset lives for new assets
 - forecast gas demand
 - capital expenditure sharing scheme
 - Reference Service Agreement

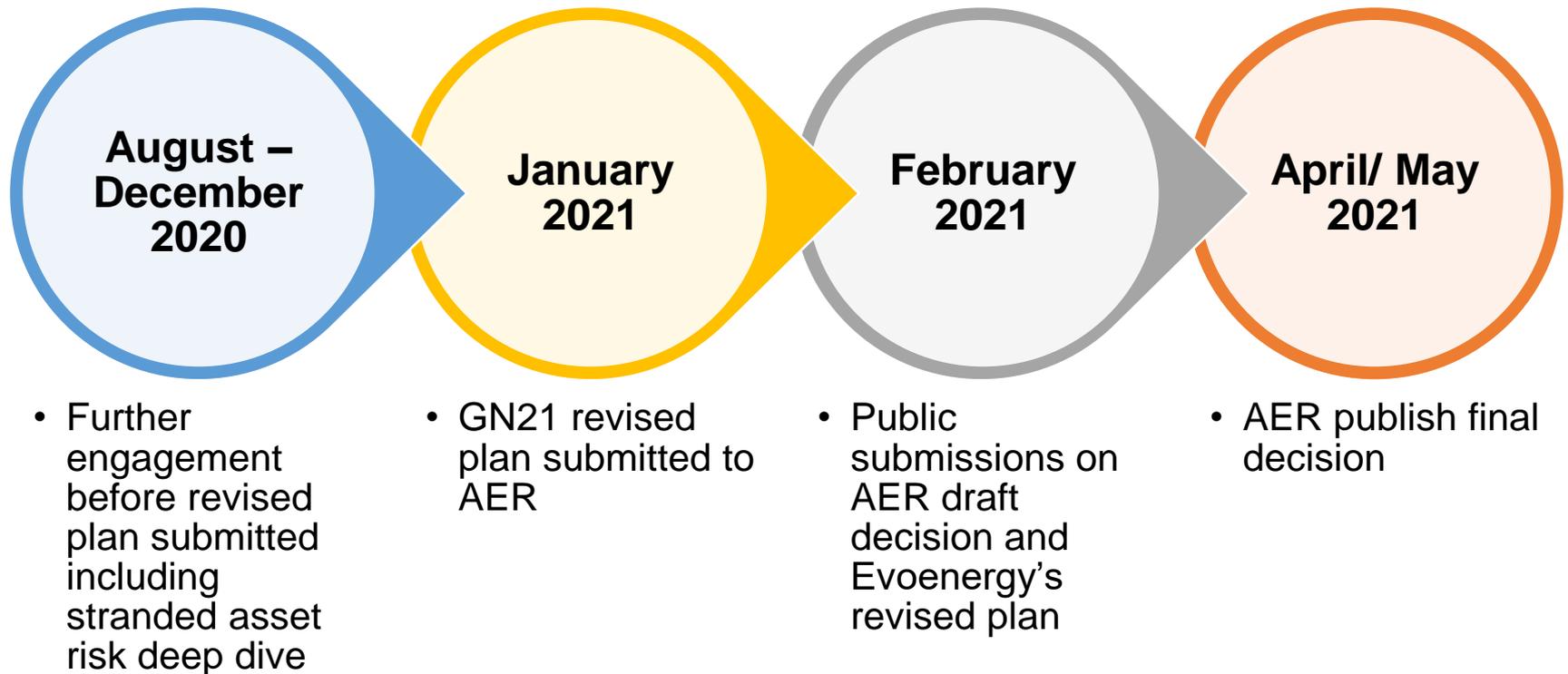
Key points and issues raised at public forum - CCP

- Recognition of the fundamental issue facing Evoenergy and difficulty forecasting demand in this environment
- Impressed with engagement program Evoenergy has undertaken to date
- Important to look at potential COVID-19 impacts
- Support for Evoenergy's proposal to shorten asset lives for new investment and recommendation for wider AER review of compatibility of current gas rules with net zero emissions targets
- Some specific comments/questions relating to opex and capex
- Support for further engagement on stranded asset risk and asset lives
- Opportunity for further engagement on tariffs and engagement with NSW customers

Further engagement

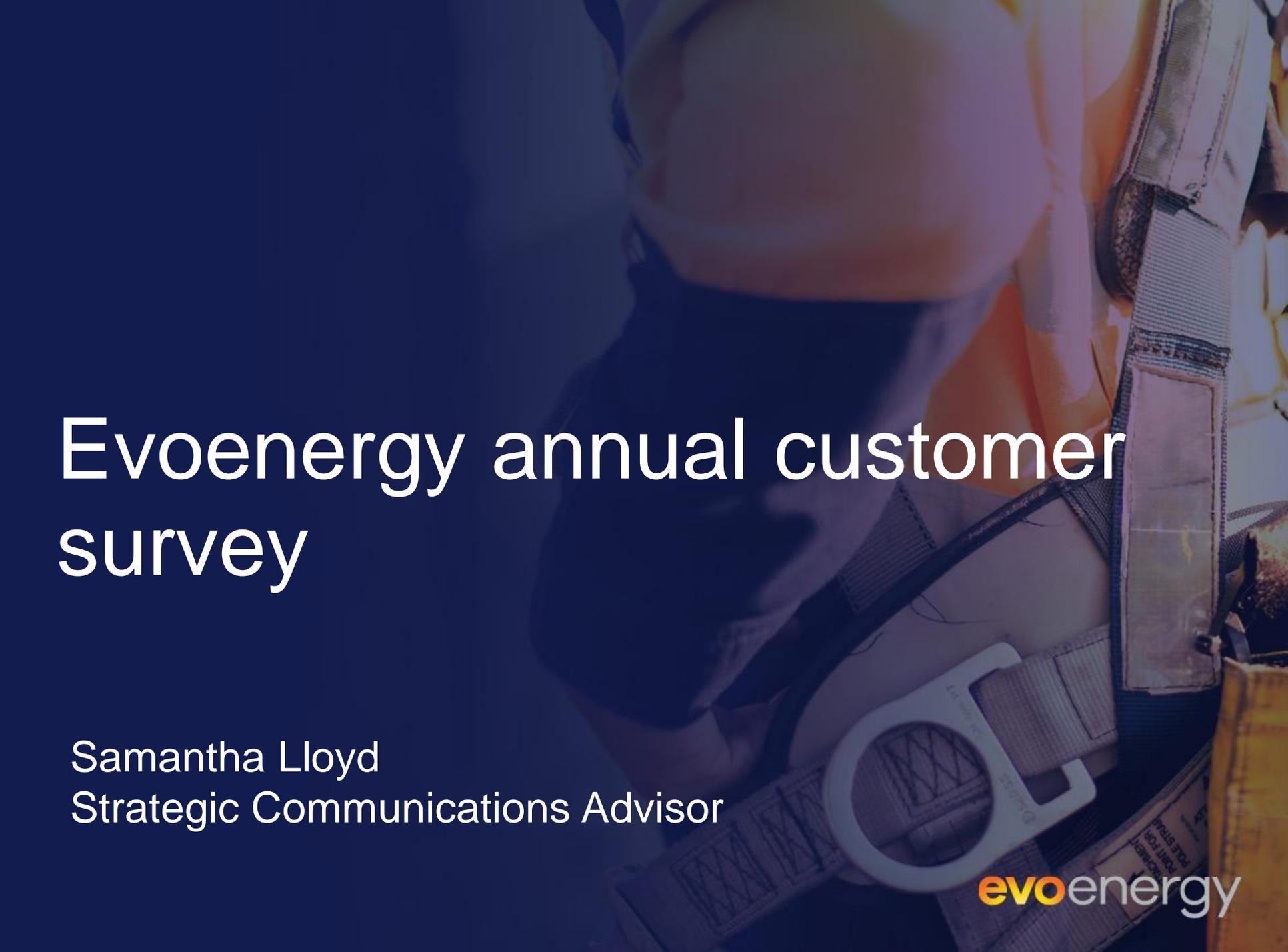
- Stranded asset risk deep dive workshop being planned for mid-September
 - Invitations to be sent out soon
- Is there anything else from our proposal that you would like to explore in more detail over the next 3 months?

Next steps





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Evoenergy annual customer survey

Samantha Lloyd
Strategic Communications Advisor

Survey approach

- **Group one: computer-aided web interview (CAWI)**

Invite ~25,000 randomly selected customers to participate in an online survey about customer satisfaction.

- **Group two: computer-aided telephone interview (CATI)**

Target ~8,000 customers who have had a direct interaction with Evoenergy in the past year, to participate in a telephone survey about customer satisfaction and customer experience.

Survey format

Part A: satisfaction 8–10 min

- Screening and classification
- Brand awareness, knowledge, reputation
- Customer satisfaction with Evoenergy, electricity/gas networks overall
- Customer satisfaction re: safety, reliability, innovation, service, communication
- Perceptions and intentions (energy within the home)
- Communications preferences
- Demographics

Part B: experience 2–4 min

- Interaction type (outages, notifications, connections, applications etc.)
- Satisfaction with each interaction type
- Method of contact or communication
- Satisfaction with contact or communication method
- Other experience or interaction issues

Survey target

Target: 800 CAWI + 400 CATI = 1,200 responses

Result: 961 CAWI + 400 CATI = 1,361 responses

2018

Satisfaction
score: 7.4

Awareness:
56%

2019

Satisfaction
score: 6.8

Awareness:
82%

2020



COVID-19 Operational update

Alison Davis, Customer Delivery Group Manager

Matters arising

Next meeting 14 October 2020

Evoenergy

