

Evoenergy Energy Consumer Reference Council

Meeting 37, October 2020



Item	Topic
1.	Welcome
2.	Safety moment
3.	Review and ratify minutes of meeting 36
4.	ECRC member updates
5.	Evoenergy strategy
6.	GN21
7.	COVID-19 review
8.	Post implementation review: peak demand tariffs
9.	Evoenergy annual customer survey
10.	Other business
11.	Close

Safety moment

The background of the slide features a close-up photograph of a person wearing safety gear. A white hard hat is visible at the top, and a grey safety harness with a large white buckle is prominent in the center and right. The person is wearing an orange safety vest. The entire image is overlaid with a semi-transparent blue filter.

Derrin Limbrick
Strategic Account Manager

ECRC Safety Moment

- Evoenergy incorporates safety into everything we do.
- Safety comes first and comes in all forms.
- Earlier this year, we asked our employees what our new safety motto should be.
- The winning safety motto is..... Powered By Safety.
- Making this visible helps to reinforce our safety priority message.



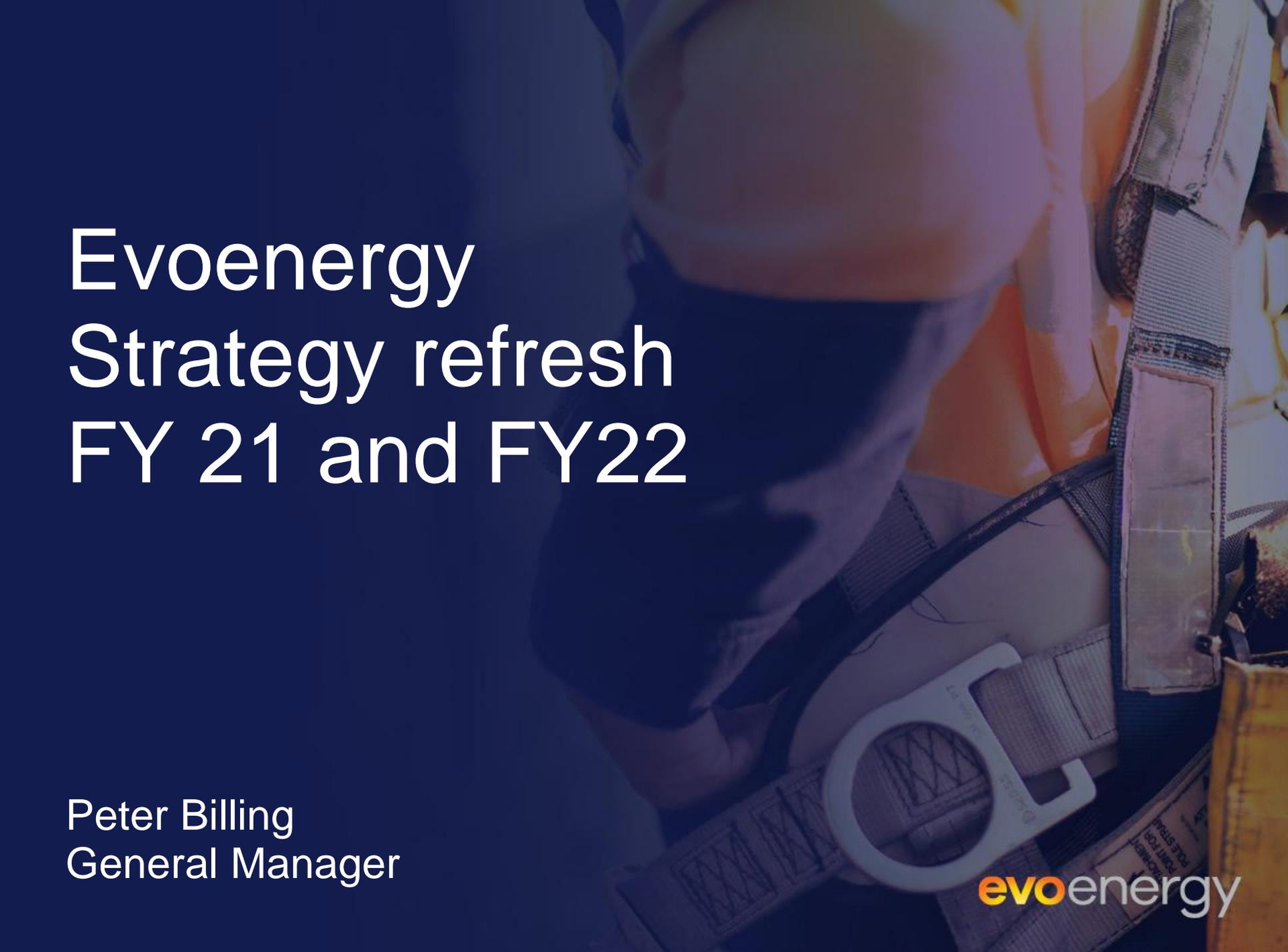
POWERED
BY **SAFETY**



Minutes, actions and updates

- Review actions and ratify minutes from meeting 36
- Member updates

ACTION	OWNER	DUE
Provide an overview of energy market governance	Giuliana Baggoley	During August ✓
Agenda item on Open Energy Networks framework from AEMO and ENA	Eddie Thanavelil	2020 agenda
ECRC presentation on electrification of the ACT	TBC - potentially coupled with site visit	2020 agenda (TBC)
Provide members with information on tariff trial developments	Emily Brown	Ongoing
Presentation / information on Evoenergy's Roadmap to 2045	TBD	2020/21 agenda
Evoenergy annual customer survey presentation including demographics	Samantha Lloyd	October 2020 meeting

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 over a blue shirt. The person is wearing a grey safety harness with a large white plastic buckle. The image is dimmed with a dark blue overlay. The text is positioned on the left side of the slide.

Evoenergy Strategy refresh FY 21 and FY22

Peter Billing
General Manager

**A sustainable business, energising
our
evolving community**

Plan for our net
zero carbon
future

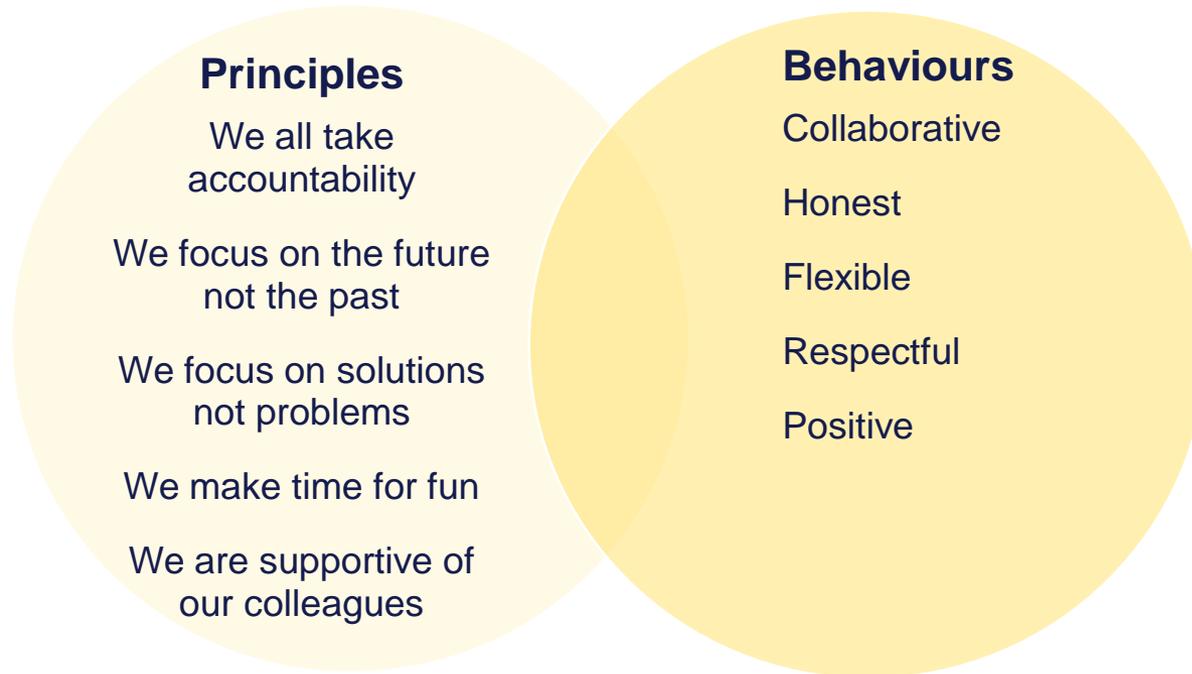
Create positive
customer
experiences

Work our
assets and
networks
smarter

Outperform our
regulatory
determination

Our Culture Powered by Safety

Our Culture Powered by Safety



Reset safety expectations > SAFETY FIRST, IN EVERYTHING WE DO



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A close-up photograph of 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 gradient.

GN21 update

Gillian Symmans
Regulatory Reviews Group Manager

What has happened since the August ECRC

- Responding to ongoing information requests from AER
- Stranded asset risk deep dive workshop - 16 September 2020
- Reflecting on and refining our forecasts for 2021-26 access arrangement period
 - Including consideration of impacts of COVID-19

GN21 Citizens' Jury named finalist in Energy Networks Australia Consumer Engagement Awards!

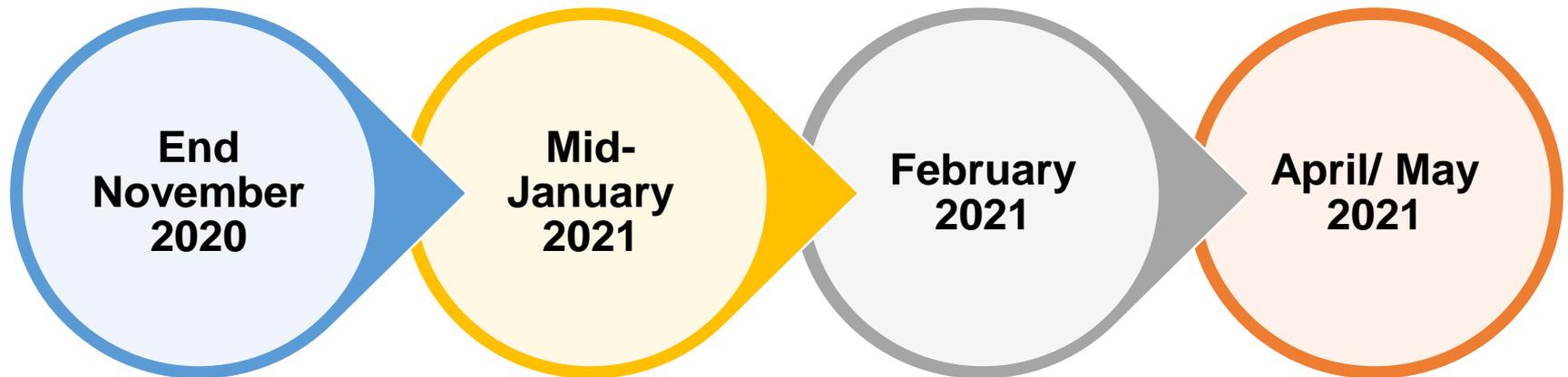
Stranded asset risk deep dive workshop

- Online workshop attended by 32 external stakeholders
- Generally positive feedback about the workshop
- Consistent with what we have heard throughout our engagement program, feedback on our proposal to shorten asset lives was mixed
 - Slight skew towards support for what we have proposed
 - Expectation that Evoenergy continue to explore ways to use the existing network for alternative fuel sources (e.g. hydrogen)
 - Some responses that suggested Government/taxpayers should cover/contribute to the cost
 - Need for further public education / communication on issues
- We plan to include a detailed outcomes report with our revised proposal

Consideration of COVID-19 impacts

- We will update forecasts with latest available data and forecast assumptions to reflect COVID-19 impacts
- We expect minor impacts in the ACT and surrounding region, but are likely to include:
 - Lower wage price growth expectations
 - Lower customer growth expectations
 - Expectation of higher residential consumption and lower business consumption in 2020 which would be reflected in the actual consumption data used to update demand forecast
 - Impact on inflation
 - Impact on productivity

Next steps



- Release of AER's draft decision

- GN21 revised plan submitted to AER

- Public submissions on AER draft decision and Evoenergy's revised plan

- AER publish final decision



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COVID-19 review

Dr Maurits Evers
Forecasting Analyst

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Post implementation review: peak demand tariffs

Emily Brown
Regulatory Pricing Group Manager

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Peak demand tariff review

Evoenergy introduced **peak demand tariffs** as the default tariff for residential and small business customers with a smart meter, on 1 December 2017.

Now, it's time for a post-implementation review of peak demand tariffs.

This post-implementation review will help determine how effective the peak demand tariffs have been at achieving objectives.

1. Enabling customers greater control over the network component of their electricity bills, through changes to their energy consumption behaviour.
2. Improving the utilisation of Evoenergy's electricity network.

What is a peak demand tariff?

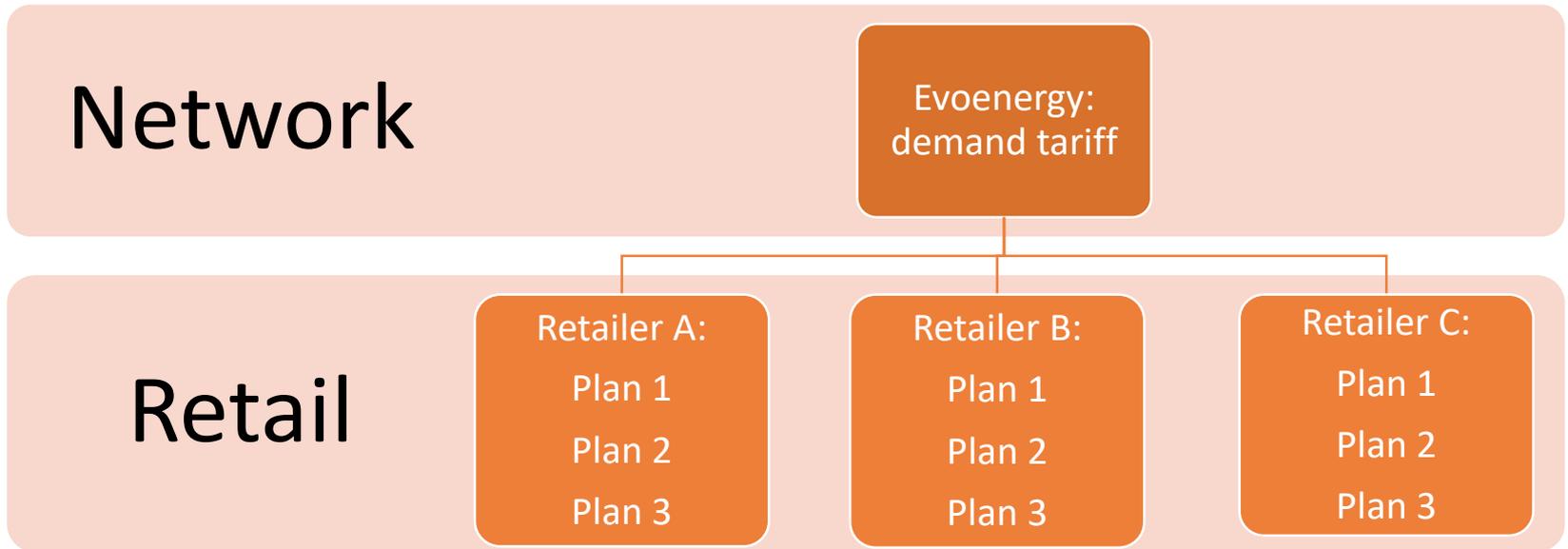
Peak demand tariffs were introduced by Evoenergy in accordance with the Power of Choice review and at the same time as the Metering Rule change.

	Basic Tariff (~70% of customers)	Time of Use Tariff (~20% of customers)	Peak Demand Tariff (~10% of customers)
 Fixed Charge cents/day	✓	✓	✓
 Consumption Charge cents/kilowatt-hour (kWh)	✓ <i>based on anytime usage</i>	✓ <i>varies with time of day</i>	✓ <i>reduced rate, based on anytime usage</i>
 Peak Demand Charge cents / kilowatt (kW) / day	-	-	✓

*The Peak Demand Charge is based on a customer's maximum demand (measured in kilowatts) during the peak period in a calendar month. The peak period is **5-8pm daily for residential customers**, and **7am-5pm on weekdays for small business customers**.*

In the long-term, changes in consumer behaviour are expected to reduce spending needed to augment the network, helping keep bills lower for customers in future.

Network vs retail tariffs



- Customers with a Type 4 (smart) meter default to Evoenergy's peak demand tariff.
- Customers can opt-out to the time-of-use tariff.
- Customers who receive a smart meter as a replacement meter can wait 12 months before shifting to the demand tariff.

Demand tariff objective 1

Objective	Indicators	Analysis
1. Enabling customers greater control over the network component of their electricity bills, through changes to their energy consumption behaviour.	<p>Retailers:</p> <ul style="list-style-type: none">- Are network price signals passed through to end customers? <p>Customers:</p> <ul style="list-style-type: none">- Are usage patterns changing in response to the demand tariff?	<ul style="list-style-type: none">- Network and Retail Tariff Comparison- Supporting Communication- Engagement with individual retailers, ECRC, customers.- Usage profiles, customer bills.

Are network price signals passed through to end customers?

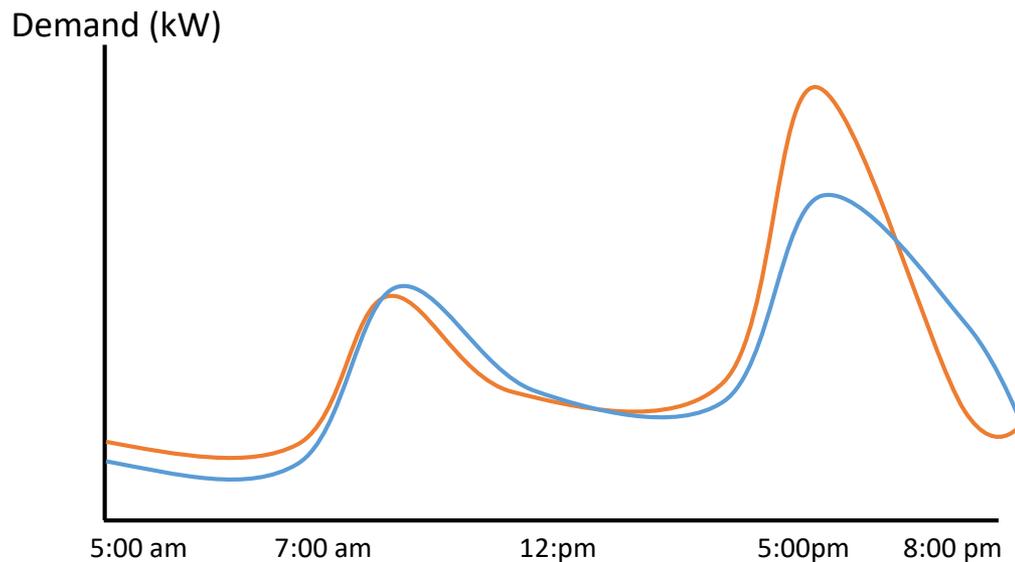
- Review of communication designed to help customers understand the demand tariff
- Feedback from customers, retailers, and other stakeholders



Are usage patterns changing in response to the demand tariff?

Comparison of consumption patterns

- Network tariffs
- Retail Tariffs
- Before and after tariff switches



Demand tariff objective 2

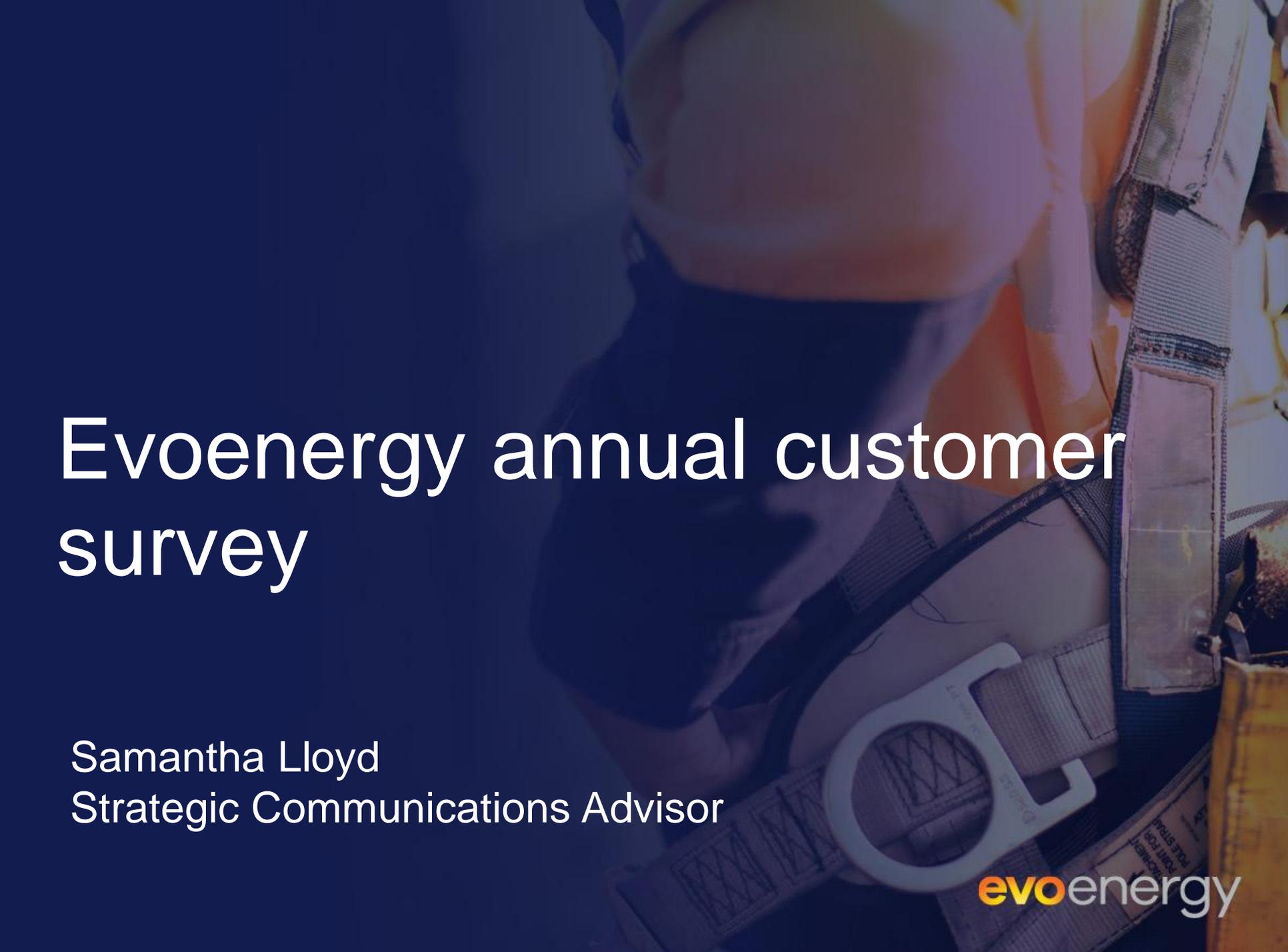
Objectives	Indicators	Analysis
2. Improving the utilisation of Evoenergy's electricity network.	Evoenergy: <ul style="list-style-type: none">- Any reduction in demand peaks?- Any upgrades to be avoided or deferred?	<ul style="list-style-type: none">- Quantitative analysis of network peak demand, load factors.- Comparison of past and future planned upgrades.

Next Steps

- Analysis of load profile and network data
- Feedback from stakeholders including retailers, customers, Evoenergy teams and ECRC members



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Evoenergy annual customer survey

Samantha Lloyd
Strategic Communications Advisor

Evoenergy

