

Evoenergy Energy Consumer Reference Council Communique

Meeting 39 – 4 February 2021

The Evoenergy Energy Consumer Reference Council (ECRC) met on 4 February 2021 in a mixed forum, virtually and in person at the Greenway Depot.

Representatives from Tuggeranong Community Council, Council on the Ageing (COTA), the ACT Council of Social Service (ACTCOSS), Engineers Australia, Better Renting, Canberra Urban and Regional Futures (CURF), Property Council of Australia (ACT), Master Builders Association and Conservation Council ACT Region participated in the meeting. A member of the Australian Energy Regulator (AER) Consumer Challenge Panel (CCP24) attended as an observer.

Rosemary Sinclair first meeting as ECRC Chair

Meeting 39 was Ms Rosemary Sinclair's first meeting as the independent Chair of the ECRC. CEO John Knox welcomed Ms Sinclair recognising her depth of experience, leadership and steadfast commitment to the customer.

The following presentations and discussion occurred at the meeting:

Safety Share

Group Manager Safety, Paul Wheatley provided an overview of the importance of utilising Dial Before You Dig (DBYD) illustrated with an example of an underground cable being damaged. Mr Wheatley spoke of internal controls to manage the risk of striking cables, as well as the risk involved for members of the public digging without appropriate awareness, including a reasonable understanding of how to interpret DBYD maps for the correct location of underground utility assets.

Customer Share

A new standing agenda item was introduced, the customer share. Group Manager Customer Delivery, Alison Davis spoke about the need for Evoenergy leaders to have empathy for and appreciate the real life consequences experienced by vulnerable customers related to energy usage. Ms Sinclair drew out the theme of effective communication with consumers that enables informed decisions by customers in their best interest.

Tariff Trial Update

Group Manager Regulatory Pricing, Emily Brown presented on cost reflective tariff trials Evoenergy intends to undertake in 2021 after further engagement with stakeholders. Members discussed the importance of considering urban density and use of solar generation and batteries in multi-tenant dwellings including how they are leveraged by residents and bodies corporate in addition to stand alone dwellings. Ms Brown noted the trial is designed to gather feedback about how tariffs are structured prior to submission of any Tariff Structure to the AER in 2023.

Gas Networks Access Arrangement Review (GN21)

Group Manager Regulatory Reviews, Gillian Symmans updated members on key revisions to Evoenergy's GN21 revised plan submitted 13 January 2021, including demand and capex forecasts reflecting new information and policy changes. Ms Symmans discussed Evoenergy's position on asset lives and their application to ACT and NSW based parts of the gas network. Members questioned the effects of innovation on gas demand, and the potential need for regulatory change to support the movement to net zero. The need to seek input from developers and how they intend to respond to the Government's position was also flagged by members, as was the importance of ongoing engagement with consumers and Government. Evoenergy's ongoing commitment to net zero emissions was reiterated, whilst noting viable options for the gas network that still meet Government targets do need to be considered.

ECRC information is available at www.evoenergy.com.au/consumerengagement

The next meeting of the ECRC is in April 2021.

For further information please contact Evoenergy Customer Delivery Group Manager [Alison Davis](#) on 0402 333 353.