

Evoenergy Energy Consumer Reference Council Communique

Meeting 44 – 9 December 2021

The Evoenergy Energy Consumer Reference Council (ECRC) met on 9 December 2021 virtually to comply with COVID-safe requirements.

Representatives from Tuggeranong Community Council, Gungahlin Community Council, the ACT Council of Social Service (ACTCOSS), Better Renting, the Council on the Ageing (COTA) and the Master Builders Association participated in the meeting.

A guest presenter on behalf of Communication Link and observers from the Australian Energy Regulator (AER) including the Consumer Challenge Panel (CCP) were also in attendance for the meeting.

The following presentations and discussion occurred at the meeting:

Safety Share

Ms Zoe Dougall, Group Manager, Safety, Risk, and Compliance, spoke about the unexpected passing of a young Evoenergy employee, and the mechanisms that had been activated to support all employees through this challenging event. This focused on mental health resources, employee assistance programs and the 'Mates in Energy' program that have been rolled out to all employees through 2021.

Customer Share

Ms Jenny Mobbs, from COTA shared information on the services and programs offered by COTA to support members and non-members within the ACT. Concerns experienced by the ACT's ageing population were discussed, and included financial stress, in particular the effects of energy costs and impacts to individuals restricting the use of heating, cooling, lighting, and use of other critical appliances, and home-based health care.

Ms Mobbs emphasised the importance of providing relevant information and keeping the ageing community up to date with the current changes that will affect their lifestyle.

Electricity Network Regulatory proposal 2024 – 2029 (EN24) engagement

Ms Ellen Samuels, Executive Manager – Communication and Engagement, Communication Link provided a recap on EN24 engagement and Community Panel approach, an overview of the outcomes of the first two panel meetings, and the objectives for the health check report card being utilised by the ECRC members to provide feedback to Evoenergy on the effectiveness of the EN24 engagement. The Council discussed the community panel, providing feedback on their observations and opportunities for continuous improvement.

Sustainability and Climate Resilience at Evoenergy

Mr Tom Atkins, Environmental & Technical Regulatory Compliance Manager, presented on Evoenergy's sustainability and climate resilience approach. Mr Atkins spoke of the components contributing to the sustainability strategy and how the business is working to implement this over time. Five priority areas including Climate Change, Direct Measures, Fleet Transformation, Network Transformation and Sustainability Systems were discussed in detail in relation to the drivers, plans, and goals of each area.

Network resilience as related to climate change within Evoenergy's sustainability strategy was discussed. A joint Distributor network resilience forum to discuss plans, and next steps is collaborating to gain feedback on how to best support the communities in adapting to a changing climate.

Member Update

Member updates covered discussions around energy efficiency standards in rental properties, unplanned outages, Healthy Home for Renters, Rate of Return and the ACT Governments Sustainable House Scheme.

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

The next meeting of the Evoenergy Energy Consumer Reference Council is to be held in February 2022.

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