

Consultation Summary

Customer feedback on Evoenergy's Five Year Plan 2019-24

Talking with our customers was an important contribution to the development of Evoenergy's 2019–24 regulatory proposal.

This five year plan will be submitted to the Australian Energy Regulator (AER) at the end of January.

Since August 2016 we have been talking with our customers about what is important to them, as we plan for the operation and maintenance of the ACT electricity network over the next five years.

What we did

Providing a range of opportunities for our customers to give us feedback is important. Over the past 12 months we have:

- released **publications** to provide background information, raise questions and seek feedback from consumers;
- made **presentations** to and received feedback from Evoenergy's Energy Consumer Reference Council (ECRC);
- given **presentations** at Community Councils and industry meetings
- hosted consumer **workshops**;
- undertaken online **surveys**; and
- received **written submissions** from stakeholder groups.

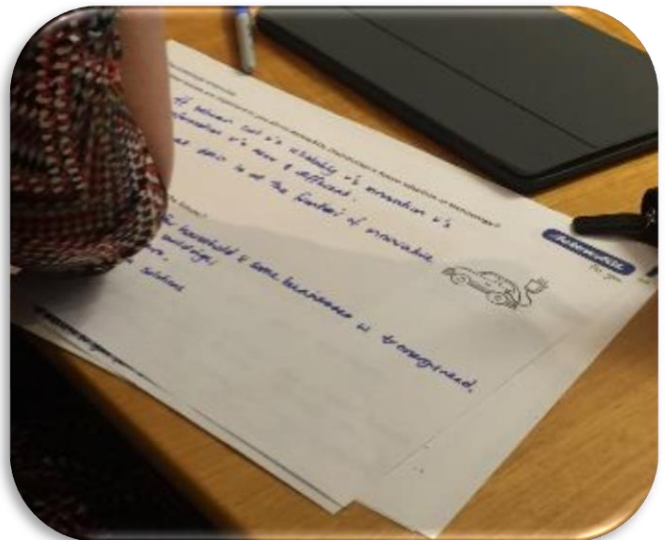
These activities were supported by website information, social media promotions and communication through industry and community organisations. Visit our website to see copies of our publications and presentations.

What we heard

The following key themes were raised by customers during the development of Evoenergy's 2019-24 electricity network regulatory proposal.

- Evoenergy customers emphasised the importance they place on **meaningful involvement** in the regulatory determination process.

- **Technology** has the potential to be an important enabler for the electricity network and should play a role in the future of Evoenergy; with the potential to provide innovative solutions and cost-effective outcomes.
- The **cost/reliability trade-off** approach with respect to operating expenditure currently adopted by Evoenergy is supported.
- Maintaining **security of supply is important**, particularly during the adoption of new technology.
- Most customers are prepared to modify their electricity consumption in **response to price signals**.
- Our customers support **cost-reflective tariffs** as they provide a price signal to encourage customers to change their electricity consumption.
- **Support for customers** during the transition to more cost-reflective tariffs is important.
- It is important that price signals are supported by **customer information and education** so customers can take advantage of potential savings.
- **Predictability and certainty** is important, particularly with respect to price changes.



Impacts of customer feedback

The table below describes how Evoenergy has incorporated customer feedback into our five year plan.

Key theme of consumer feedback	How this has been addressed in the regulatory proposal
Customers emphasised the importance they place on meaningful involvement in the regulatory submission process.	<p>We recognise the need for our customers to contribute to the regulatory process. We have engaged with customers using a number of methods with the objectives of:</p> <ul style="list-style-type: none"> conveying to them a greater understanding of the electricity sector and the regulatory process; and seeking their preferences on the issues that are most important to them. <p>In this way customers can be more engaged and can provide more informed and valuable contributions to the organisation.</p>
Maintaining security of supply is important, particularly during the adoption of new technology.	<p>Our regulatory proposal seeks to recover no more than the prudent and efficient costs associated with providing regulated services.</p> <p>In developing our capital expenditure (capex) and operating expenditure (opex) forecasts for the regulatory proposal, we have adopted programs designed to ensure that the network continues to meet consumer requirements in respect of supply quality and reliability.</p>
The cost/reliability trade-off approach with respect to opex we currently adopt is supported by customers.	Our proposal largely maintains the current risk-based maintenance strategies.
Customers recognise that technology has the potential to be an important enabler for the electricity network and should play a role in the future of Evoenergy, with the potential to provide innovative solutions and cost-effective outcomes.	We are taking up the challenge to transition from a Distribution Network Service Provider (DNSP) to a Distribution Services Organisation (DSO). As a DSO, we will still undertake the conventional role of a distribution network owner but would also make full use of smart techniques to create value for the wider electricity system.
Customers support cost-reflective tariffs as they provide a price signal to encourage customers to consider changing their electricity consumption.	Customers have indicated their preparedness to modify their energy consumption to make cost savings. The majority of consumers surveyed were willing to modify their energy consumption if offered a saving on their network bill.
Most customers are prepared to modify their electricity consumption in response to price signals.	We propose to continue our journey towards cost reflective network. We do not propose to implement tariff changes where it is not certain that customer behaviour has a direct impact on network costs.
Customer support during the transition to more cost-reflective tariffs is important.	We will continue to engage with customers once our regulatory submission is lodged, through to the implementation of tariff changes.
It is important that price signals are supported by information and education, so customers can take advantage of potential savings	
Price predictability and certainty are important.	We will continue to ensure that customer impacts are considered when setting network prices.

For further information on our consultation program visit evoenergy.com.au