

## **Evoenergy Energy Consumer Reference Council Communique Meeting 35 – 10 June 2020**

The Evoenergy Energy Consumer Reference Council (ECRC) met on 10 June by videoconference.

Representatives from Gungahlin Community Council, Tuggeranong Community Council, Council on the Ageing (COTA), the ACT Council of Social Service (ACTCOSS), Engineers Australia, Better Renting, Canberra Urban and Regional Future (CURF), Master Builders Association of the ACT, Australian National University, and Conservation Council ACT Region participated in the meeting. Members of the Australian Energy Regulator (AER) Consumer Challenge Panel (CCP24) attended as observers.

The following presentations and discussion occurred at the meeting:

**Gas Networks Access Arrangement Review (GN21);** Evoenergy presented an update on the review of the GN21 plan since public consultations on the draft plan closed in April. The presentation reviewed the main themes of feedback Evoenergy received throughout the process to date. Some ideas for the next phase of engagement were tested with members who provided their input on proposed topics of engagement, activity format and principles, and who should attend and participate. Evoenergy will submit the GN21 plan to the Australian Energy Regulator at the end of June. The AER will take public submissions on the plan during July and August, before they publish a draft decision in November 2020. Evoenergy will submit a revised plan at the start of 2021.

**Energy Network Safety Management System (ENSMS);** Attendees learned about the ENSMS, applicable legislation and Australian standards, the ENSMS framework, what it covers, and which safety documentation and strategies are relevant to the ENSMS. Safety strategy development was supported by stakeholder workshops. The strategies describe how Evoenergy intends to achieve safety objectives and consolidate activities performed across the business that contribute to achieving each safety objective. Attendees asked about the bow-tie risk analysis technique and were reassured by the described process and approach to safety.

**Evoenergy Sustainability Strategy;** Members were engaged early on the development of Evoenergy's Sustainability Strategy which covers integration of non-network solutions; minimising the carbon and environmental footprint of network operations; and building resilience to the changing climate. Once high-level, potential approaches and activities were outlined, attendees were asked what the community may want to see in an Evoenergy Sustainability Strategy, whether the Strategy framework made sense and was meaningful, and what was important to include. Different perspectives were provided and members offered their subject matter expertise in support of developing a good strategy. It was raised that, beyond environmental sustainability, Evoenergy should ensure that there is a social lens applied to the Strategy; from an equity point of view, low income households and not just high income households should benefit from the Strategy and outcomes.

**Evoenergy Response to COVID-19;** Evoenergy provided an update on management of working arrangements and operations in response to the global pandemic. Evoenergy is working to prevent the spread of COVID –19 throughout Evoenergy, and ensure safe and reliable energy supply to the ACT community. All scheduled, planned work remains subject to a review of criticality and customer impact prior to determining whether to proceed. Members asked about timeframe and planning for returning employees

Copies of ECRC presentations are available at [www.evoenergy.com.au/consumerengagement](http://www.evoenergy.com.au/consumerengagement)

The next meeting of the ECRC is scheduled for August 2020.

For further information contact Evoenergy Customer Interaction Manager [Giuliana Baggoley](#) on 0459 873 434.