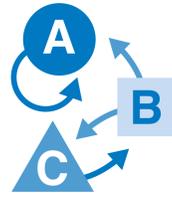


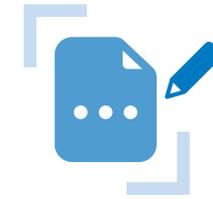
# Customer engagement program



Understand customer preferences



Consider our shared energy future



Publish Draft Proposals

**2017**

- 7 mini group discussions
- Online survey - 603 residential and 201 small and medium business customers (SMEs)
- 8 in-depth interviews with large customers



**854 customers took part in total**

**2018**

- Deliberative forum (66 residents and 7 SMEs)
- Online survey (601 residential customers and 204 SMEs)
- Investment Options forum (31 residents, 5 SMEs, 2 Opinion Leaders)
- 6 in-depth interviews with large customers and industry groups



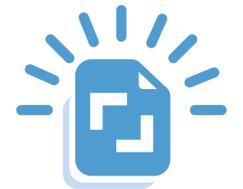
**922 customers and stakeholders took part in total**

**2019**

- Draft Proposal forum (today)
- Online survey
- Deep dives with industry stakeholders
- In-depth interviews with large customers
- Talking Electricity online customer engagement



**We are here**



Publish Regulatory Proposals

# You've told us your energy future



Customers expect to see **more renewables** in their homes or businesses



Around one third of customers plan to **install solar** during 2021–2025, helped by government subsidies



The take-up of **batteries** is expected to increase as rooftop solar grows

## Electric vehicles

will eventually be part of our transport and energy system



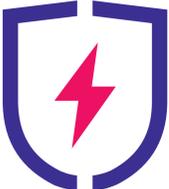
As the size of our network grows, **timely and efficient** connections are a must



Customers want **access to real-time data** on their energy use



Customers want energy to be **affordable**



Everyone should have a **reliable electricity supply**



Customers want us to **prioritise safety** when planning our asset replacements

Customers are finding ways to use energy more **efficiently** to save money



Around half our customers are interested in **rebates for reducing electricity demand**



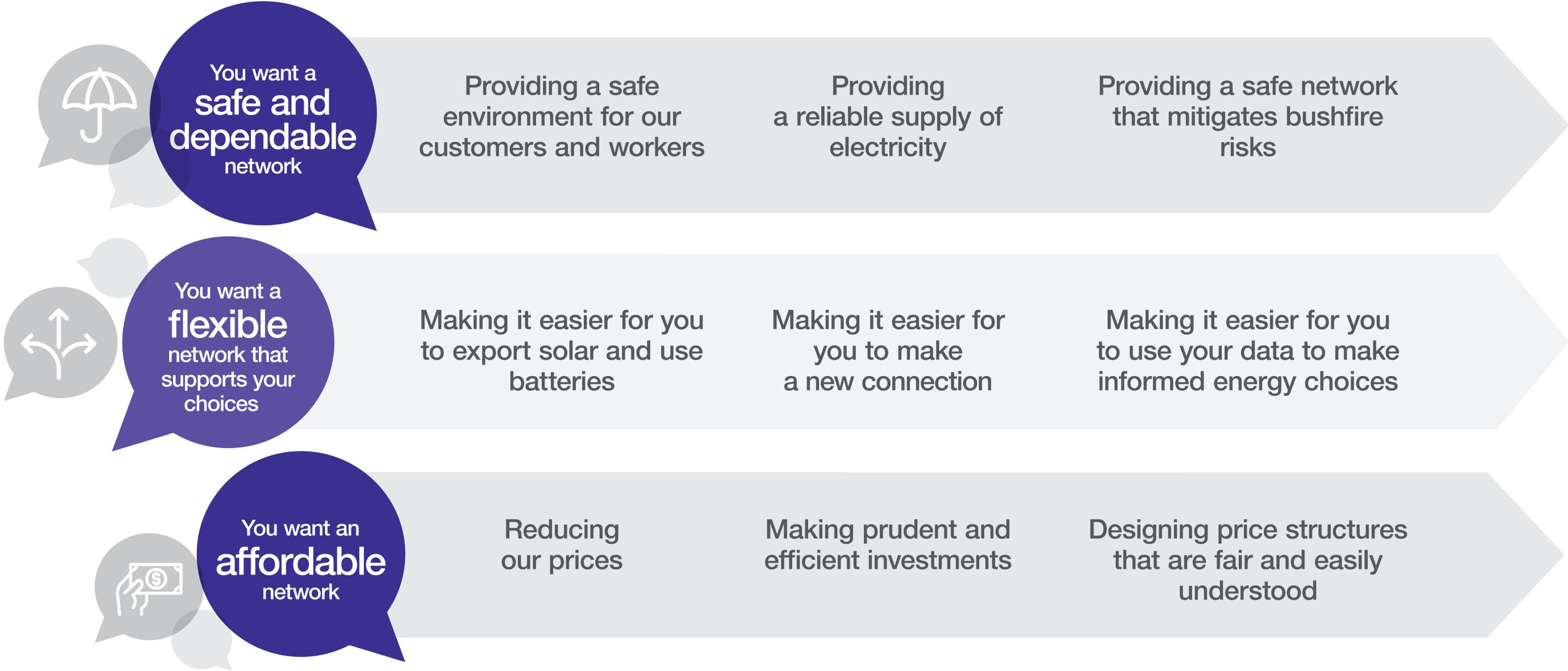
Customers want **savings for shifting use** to off-peak



# What we've heard and what we're doing

## We've heard...

## We're doing...



# We're committed to providing a safe environment for our customers and workers

**This means fewer safety incidents and bushfires**



We've achieved a 71% reduction in public safety incidents since 2013. Safety continues to be our number one priority, always

## **Our proposal is to:**

- Use data analytics and existing evidence to identify assets at risk of failure and replace them
- Conduct targeted inspections and replacements
- Reduce bushfire risk replacing uncovered high voltage switches with enclosed ones
- Use cutting edge technology and research partnerships with Universities and Governments to deliver innovative world-class safety initiatives

# We're committed to a reliable supply of electricity

**This means maintaining a very low level of outages**



We plan to continue to be one of Australia's most reliable networks - available for over 99.9% of the year

## **Our proposal is to:**

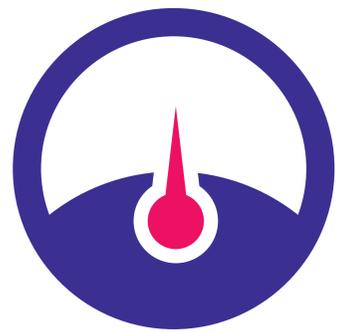
- Use a range of inspection techniques, including latest technology lasers, to monitor the health of our assets and ensure assets are replaced based on their condition before they fail and cause an outage
- Use data analytics to develop a comprehensive database of asset condition to be able to more accurately forecast asset behaviour in the future
- Work to improve reliability where you value the improvement more than the cost to deliver it

You want a  
**safe and  
dependable  
network**

# We're preparing the network to be flexible to your energy needs

You want a  
**flexible**  
network that  
supports your  
choices

This means everyone can participate in flexible electricity supply by using solar, batteries or their electric vehicles and by having access to more information from their smart meters



## Our proposal is to:

- Invest over \$100m in smarter technology, to enable new ways for our customers to use, store and sell electricity. This includes smart planning for growth areas such as Doncaster and continuing to pioneer demand management programs throughout our network
- Install devices to manage voltage rises and install new network assets to accommodate more solar exports
- Use more demand management solutions to reduce peak demand where possible
- Introduce **eConnect** – an electronic platform to make it easier and quicker for you to connect
- Create an easy to use portal where customers can access their usage data in a one stop shop
- Remotely monitor network performance to prevent safety incidents and restore outages ASAP
- Ensure data security

# We're maintaining affordability by reducing our prices and setting simple and fair price structures



We already deliver some of the lowest distribution network charges in Australia and we are reducing our charges by \$44 for residential customers and \$117 for business customers in 2021



We are still considering three options and the status quo (flat rate) to setting fair and simple prices:

Price structure	
<b>Time of use</b>	<b>The price changes. It is higher at peak times and lower at other times</b>
<b>Peak usage packages</b>	<b>Your bill would be the same each month based on your level of electricity use at peak times</b>
<b>Demand</b>	<b>Your monthly charge would be based on your maximum electricity demand at peak times for that month</b>
<b>Status quo</b>	<b>Most customers are currently charged a fixed daily rate plus a charge for electricity usage that varies</b>

- We've received funding from the Australian Renewable Energy Agency (ARENA) to investigate innovative and affordable options to manage electricity use during peak demand times which will help lower your bills