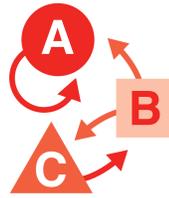


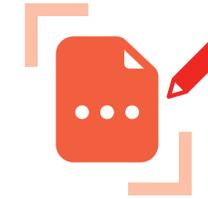
Customer engagement program



Understand customer preferences



Consider our shared energy future



Publish Draft Proposals

2017

2018

2019

- 9 mini group discussions
- Online survey - 600 residential and 200 small and medium business customers (SMEs)
- 7 in-depth interviews with large customers

- 2 x Community Opinion Leaders forums (17 Opinion Leaders)
- Deliberative forum (63 residents and 7 SMEs)
- Online survey (605 residential customers and 202 SMEs)
- Investment Options forum (26 residents, 6 SMEs, 5 Opinion Leaders)
- 8 in-depth interviews with large customers and industry groups

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



Publish Regulatory Proposals

861 customers took part in total

939 customers and stakeholders took part in total

We are here



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



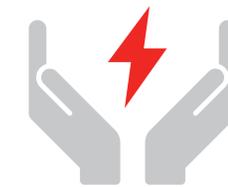
Customers want **access to real-time data** on their energy use



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...

You want a **safe and dependable** network

Providing a safe environment for our customers and workers

Providing a reliable supply of electricity

Providing a safe network that mitigates bushfire risks

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

Making it easier for you to export solar and use batteries

Making it easier for you to make a new connection

Making it easier for you to use your data to make informed energy choices

You want an **affordable** network

Keeping our prices low

Making prudent and efficient investments

Designing price structures that are fair and easily understood

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

This means fewer safety incidents and bushfires



We've achieved a 35% reduction in public safety incidents since 2013. Safety continues to be our number one priority, always

Our proposal is to:

- Invest \$150m across our network to help manage bushfire risk
- Use data analytics and existing evidence to identify assets at risk of failure and replace them
- Continue to use 'smart' meters to identify and respond to safety risks before they occur
- Use cutting edge technology and research partnerships with Universities and Government 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 Australia's most reliable rural network - available for over 99.97% of the year

Our proposal is to:

- Use a range of inspection techniques, including latest-technology lasers, to monitor the health of our assets
- Additional pole inspections in south-west Victoria to determine the strength and condition of our poles
- Use data analytics to develop a comprehensive database of asset condition to be able to more accurately forecast asset behavior 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 \$180m in smarter technology and network improvements to enable new ways for customers to use, store and sell electricity
- Connect more than 110,000 new customers
- Use more demand management solutions to reduce peak demand where possible
- Introduce an easy to use portal where customers can access their usage data in a 'one-stop-shop'
- Invest in new data security measures

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

You want an
affordable
network

We already deliver some of the lowest distribution network charges in Australia and we are reducing our charges by \$24 for residential customers and \$90 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	
Time of use	The price changes. It is higher at peak times and lower at other times
Peak usage packages	Your bill would be the same each month based on your level of electricity use at peak times
Demand	Your monthly charge would be based on your maximum electricity demand at peak times for that month
Status quo	Most customers are currently charged a fixed daily rate plus a charge for electricity usage that varies