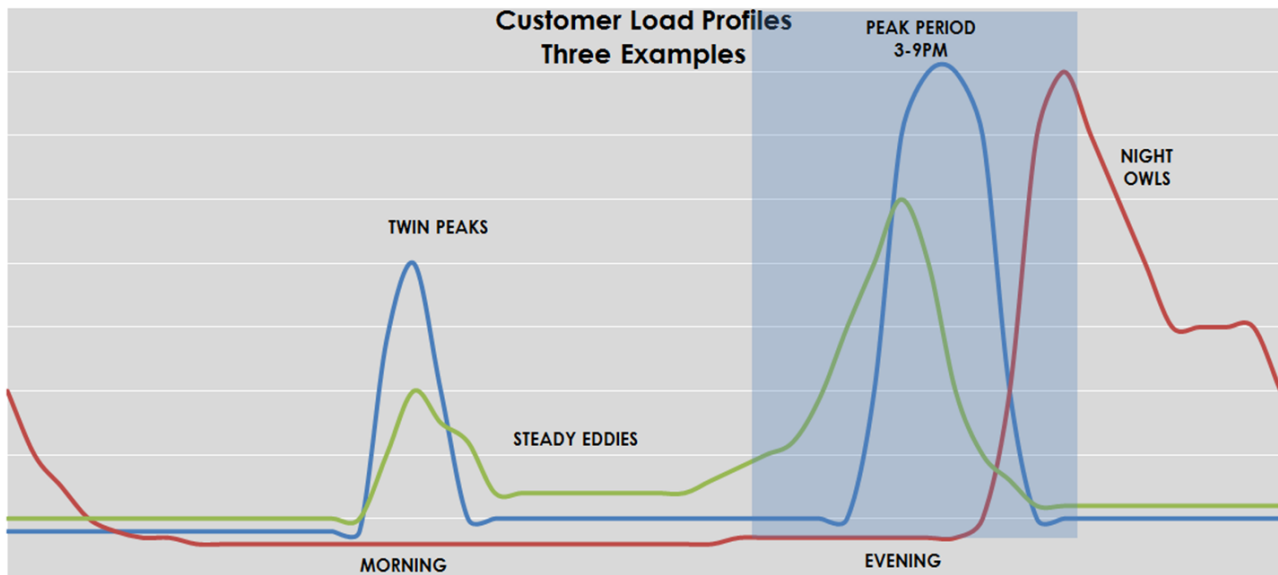


Powercor Draft Proposal forum questions

Questions	Answers
Affordable network	
<ol style="list-style-type: none"> What are peak usage packages and what does that mean to the average customer? What happens if the usage goes over the peak? 	<p>Time of Use: This option is based on the time of day that customers are using energy. For example, rates would be lower in the morning and late evening and higher during the late afternoon and early evening – when network congestion is at its peak. Customers can save on their electricity bill by shifting their consumption to off-peak periods</p> <p>Peak Usage Bands: Similar to a broadband plan – with this pricing option you would pay a fixed charge per month based on your needs. Your monthly plan ‘size’ would be based on how much energy you consume between 3pm and 9pm. A top-up charge may apply if you exceed your monthly usage cap</p> <p>Demand Pricing is the most cost-reflective of the pricing options. Customers would be charged based on their maximum demand that occurs between 3-9pm. Customers can save on their bill by spreading out their usage during peak periods. For example they could schedule their washing machine or drier to run before or after 3pm and 9pm</p> <p>Please see the last page for worked examples</p>
Dependable network	
<ol style="list-style-type: none"> What will happen to the ‘poles and wires’ infrastructure with more solar and other renewables? 	<p>We expect the ‘poles and wires’ infrastructure will continue to exist and transport electricity for a long time to come, with changes that will allow integration of new technologies and potentially microgrids in the future (once they become more widespread)</p>
<ol style="list-style-type: none"> What does the 35% reduction in safety incidents mean? How many incidents are there per year? 	<p>In 2017, we had 91 incidents, which is a 35% reduction from 139 incidents in 2013</p>
<ol style="list-style-type: none"> Why aren’t the single wire earth return (SWER) dairy lines being replaced with three-phase lines, where Rapid Earth Fault Current Limiters (REFCL) can be operated? 	<p>We are currently engaging with customers and key stakeholders on the preferred solution for possible upgrades to regional SWER lines. We will use customer feedback to develop a proposal to the Australian Energy Regulator in July 2019</p>
<ol style="list-style-type: none"> How long will it take to place existing poles and wires underground in bushfire prone areas? 	<p>The cost of undergrounding is higher compared to having assets above ground. However, we are over time undergrounding more assets where the cost of doing so is lower than the benefit to customers and the community</p> <p>We are currently seeking feedback on an option to underground all our existing SWER lines in designated bushfire areas. Funding from the Victorian Government has already allowed us to underground 250 kilometres of SWER lines, but nearly 500 kilometres remain. If supported by Energy Safe Victoria and the Australian Energy Regulator, we could seek to complete much of this program by 2025</p>
Flexible network	
<ol style="list-style-type: none"> What are you doing to keep power constant when the sun and wind stops? 	<p>We are a ‘poles and wires’ infrastructure network that transports electricity from the generator to the customer. We do not produce electricity or have any control over the type of electricity generation on the network</p>
<ol style="list-style-type: none"> How are you making it easier to export solar and use batteries? What are the future plans and programmes? 	<p>Through use of smart meters and data analytics, we are able to monitor and manage the effects of solar to a greater extent than we are able to do today. This will reduce export limits faced by some customers</p> <p>Our network was built for one-way power flows from generators to consumers. Currently our networks can only handle certain amounts of solar being exported back onto the grid before network challenges begin to arise (e.g. voltage issues). We therefore need to use technology and potential upgrades to the network to handle the effects of solar</p>
<ol style="list-style-type: none"> Will this increase the cost to consumers? 	

	There will be an associated cost with enabling new technologies on the network. We are currently consulting on how best to recover that cost, whether through all consumers or only some consumers
10. Is security of the network operating system regularly reviewed and updated?	We take every reasonable step to protect our operating system and customers' data
11. What is the timeframe for connecting renewable supply to the network?	The time necessary to connect renewable on the network depends on the size of the technology. Rooftop solar can be connected much quicker than large solar and wind farms which require building of new network connection assets. We aim to connect large solar and wind farms within 26 weeks
12. Power will invest \$180 million in 'smarter technology'. What is the smarter technology and can you give examples?	<p>Smarter technology includes investment in any innovative or new approaches to managing the network, data analytics or data security</p> <p>For example, we're currently partnering with a number of universities across Australia to identify better ways to manage our assets through use of data analytics and asset condition data. This helps us to make data-driven decisions to replace our poles, wires and major electrical plant inside our zone substations, and to identify and resolve safety hazards before they occur</p>
13. Will any usage data you make available be disassociated from the address for security?	Yes. We view your usage data as 'personal information', which attracts the full obligations specified by Australia's privacy legislation. Accordingly we take every reasonable step to protect customers' usage data

EXAMPLE OF LOAD PROFILES FOR 3 CUSTOMER TYPES



**Profiles are based on observed customer profiles*

HYPOTHETICAL BILL OUTCOMES

Depending on your situation – either of the three pricing options may provide the best offer:

Hypothetical Network Bill:

Customer	Single Rate (Status quo)	Time of Use	Demand
Twin peaks	\$432	\$461	\$447
Night Owl	\$432	\$408 ✓	\$447
Steady Eddies	\$432	\$429	\$403 ✓

Hypothetical Network Bill Savings (relative to status quo)

Customer	Single Rate	Time of Use	Demand
Twin peaks	\$0	+\$29	+\$15
Night Owl	\$0	-\$25 ✓	+\$15
Steady Eddies	\$0	-\$4	-\$29 ✓