Multicultural Customer Voice Group

24 October 2023



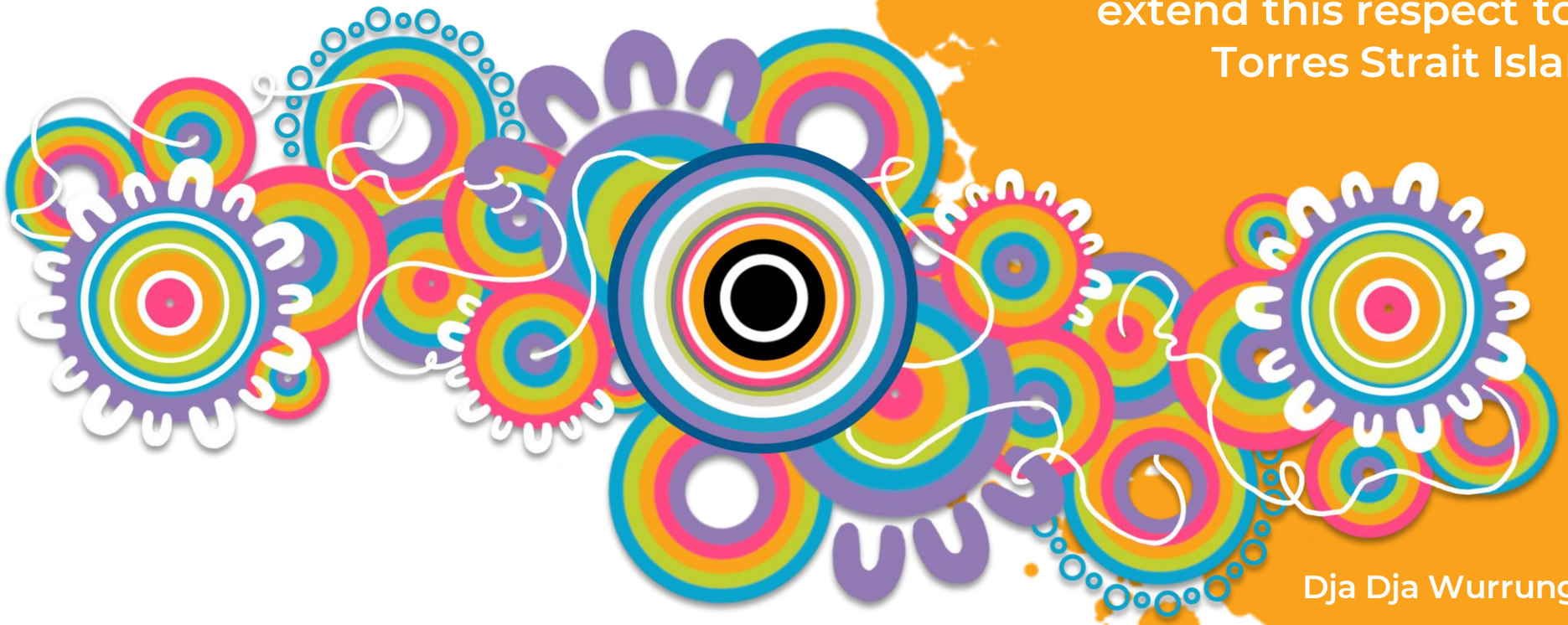
Jemena

Acknowledgement of Country

Let's begin by acknowledging the Traditional Custodians of the many lands on which we respectively meet today.

We acknowledge and respect their continuing connection to the land, water, culture and the contribution they make to the life of our community.

We pay respect to their past and present Elders and their emerging leaders, and extend this respect to all Aboriginal and Torres Strait Islander peoples.



'Nyernyila'
Deep Listening
by Racquel Kerr
Dja Dja Wurrung & Boon Wurrung artist

Your Facilitation Team



Lyndal Mackintosh

Principal Facilitator



Belinda Lowing

Senior Facilitator



Jody Kingston

Facilitator



Naomi Oosting

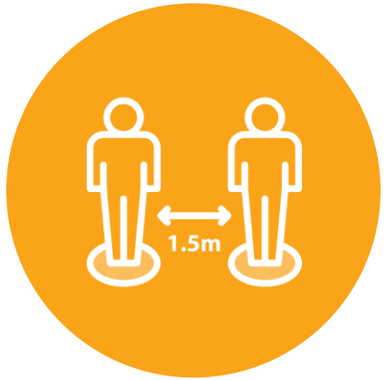
Senior Facilitator



Aaron Bosch

Facilitator

Being safe together



Distancing 1.5m



Masks

personal preference



Individual devices



Cough into elbow



Presence



Everyone feels differently about this



Be kind



I'm ok to be here

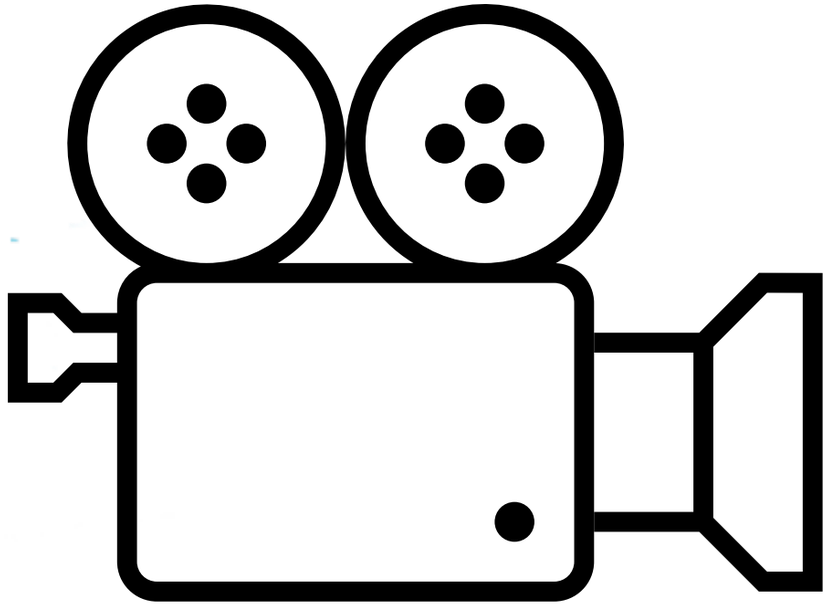
By being here you are agreeing that you do not have any symptoms of Covid-19 and are not a close contact

Cultural Safety

An environment that is safe for people:

- ✓ Where there is no challenge or denial of their identity, of **who they are** and **what they need**.
- ✓ It is about **shared respect**, **shared meaning**, shared **knowledge** and **experience**, of **learning**, **living** and working together with **dignity and truly listening**.

Photographs & Videography



Milk VIDEO

https://www.milkvideo.com.au/

AGENDA

Time	Item
5:30PM	Welcome & Introductions
5:45PM	Let's Connect
6:05PM	Why are we here?
6:25PM	Getting to Know You
6:45PM	Break
7:05PM	Jemena Overview
7:35PM	Discussion - Insights and Expectations
8:20PM	What's Next?
8:25PM	Reflection
8:30PM	Close

Welcome

Matthew Serpell
Program Director
Energy Regulation and Compliance Manager



Jemena


“We acknowledge the Traditional Owners of the land on which we operate and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.”

Jemena

“To hear, to listen, to think.”

Our Vision

Creating sustainable energy solutions with communities



Right: artwork prepared by Chern’ee Sutton from Mount Isa for Jemena’s Reconciliation Action Plan.

Purpose:

- To meet and connect
- To clarify role, process and journey as a Customer Voice Group participant
- To hear more about Jemena's role as an electricity distributor
- To share your perspectives as an energy (electricity) consumer

Let’s Connect



“On the way here today I was thinking…..”

and

“Why I said yes to this opportunity is because….”

Jemena’s 2026-31 Electricity Distribution Price reset

How pricing works

As an electricity distribution network business, the prices customers are charged are regulated by the Australian Energy Regulator.

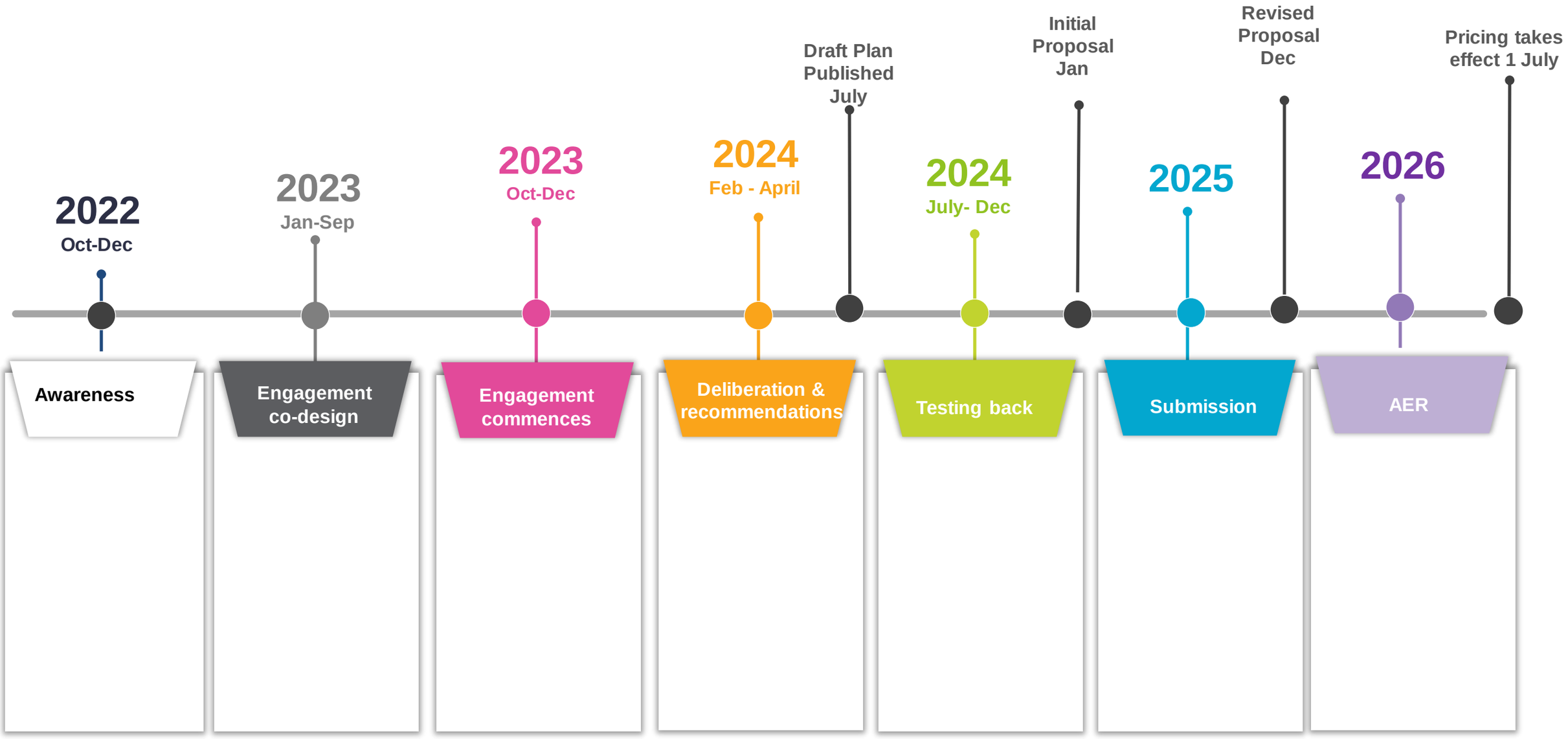
Every five years a proposal is submitted to the regulator that must outline the:

- services that will be offered
- costs that are likely to be incurred
- prices proposed to be charged to customers during the five-year regulatory period

Engagement overview



Engagement timeline



Engagement

People's Panel

Customer Voice Groups

- First Nations
- Disability
- Mental Health
- Multicultural
- Seniors
- Young people

Energy Reference Group

Joint VICDB engagement

Large commercial customer engagement

Small & med business customer engagement

Customer Voice Group – your role:

Help Jemena think like a customer!!

Share you lived experience

Our big question is:

“How should Jemena prepare for a sustainable energy future while meeting customer needs today?”

Our Journey

4 Sessions – exploring lived experience as an electricity consumer



Today !

Thursday 16 November 2023
Online (Zoom)

Thursday 8 February 2024
Online (Zoom)

Thursday 7 March 2024
In person – TBC



Activity

Instructions:

Getting to Know You

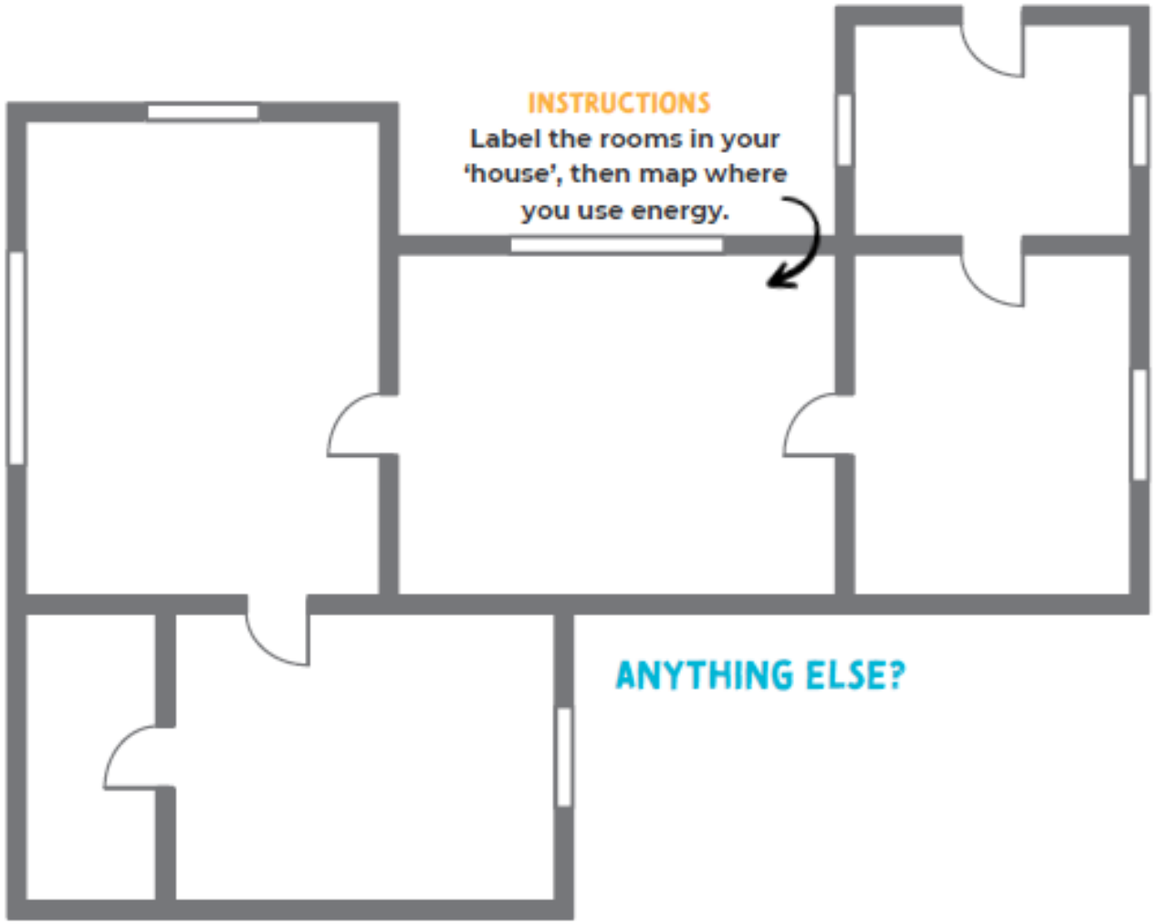
What are your energy needs as a household?

How do you use electricity?

WHAT RUNS ON ELECTRICITY AT YOUR PLACE?

THINKING ABOUT YOUR HOUSEHOLD

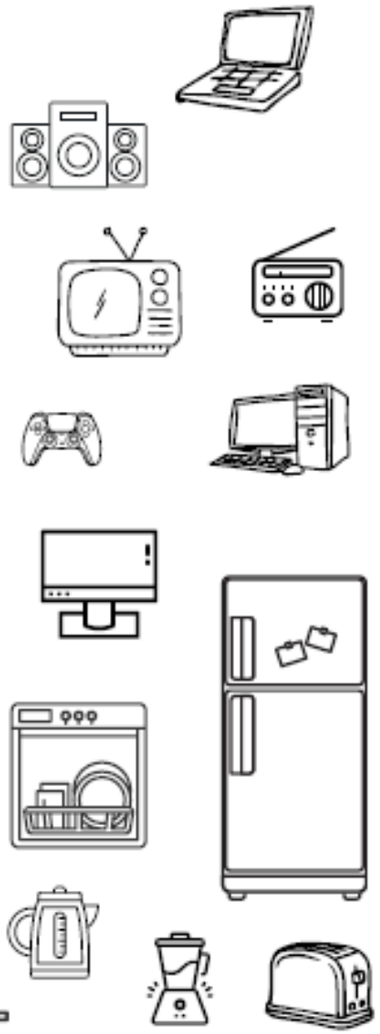
How do you use energy?
What kind of appliances or equipment do you use most?



INSTRUCTIONS
Label the rooms in your 'house', then map where you use energy.

ANYTHING ELSE?







mosaic LAB



Activity

Instructions:

Go to the position that best reflects your response to:

"What do you know about Jemena as an electricity distributor?"

A lot / A bit / Not much / Nothing



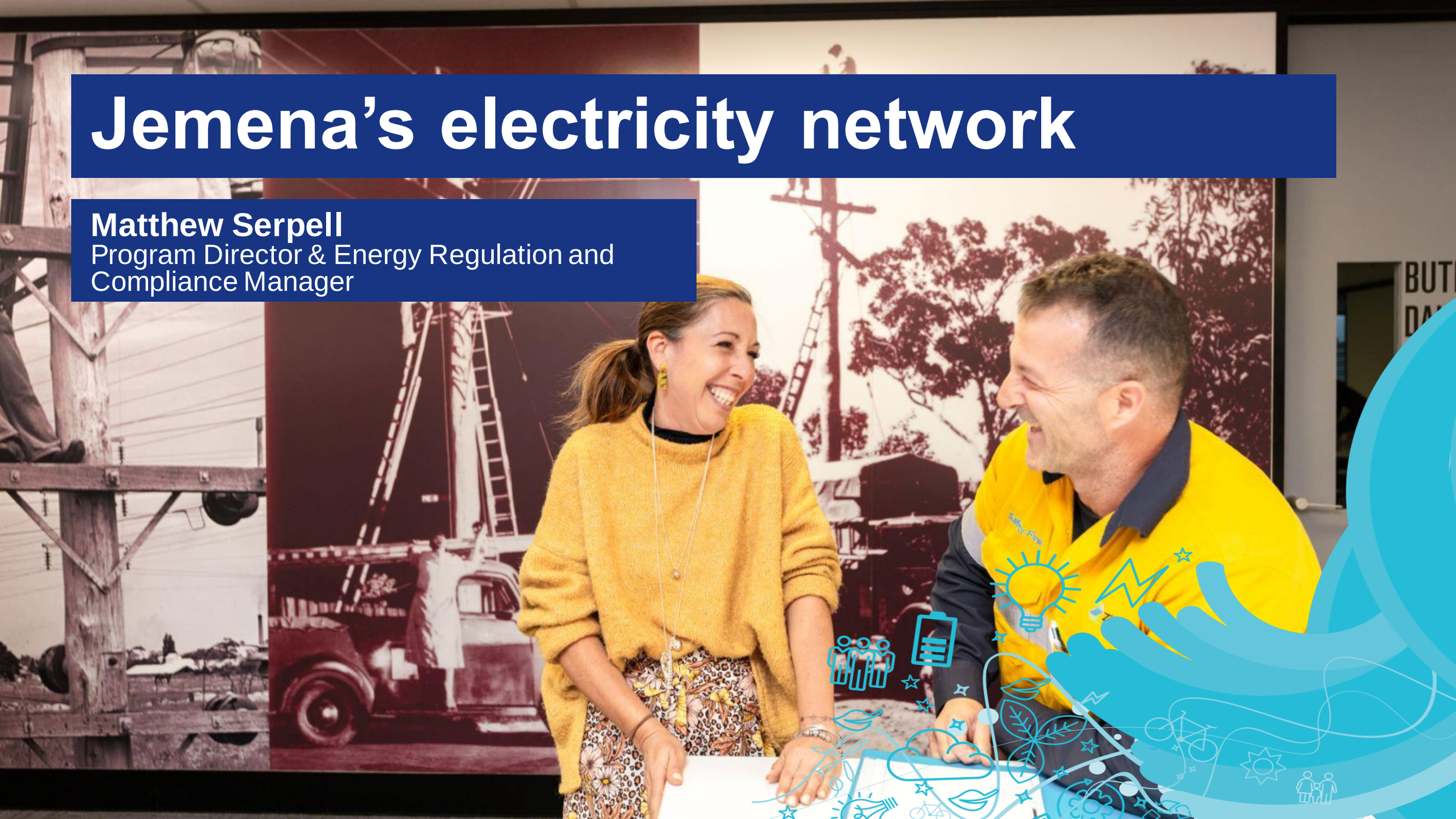
Take a break & stretch

Back at

7:05 pm

Jemena’s electricity network

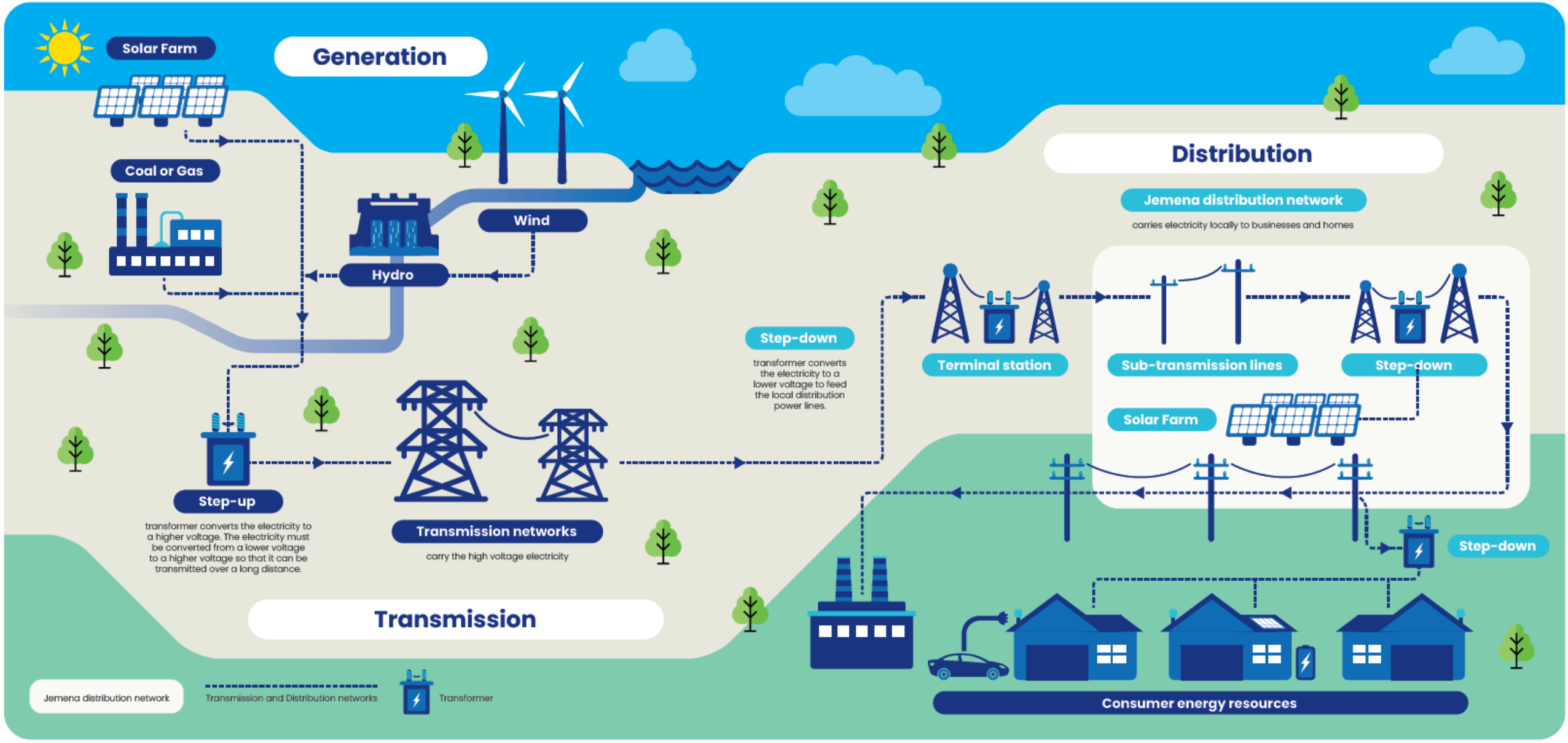
Matthew Serpell
Program Director & Energy Regulation and Compliance Manager



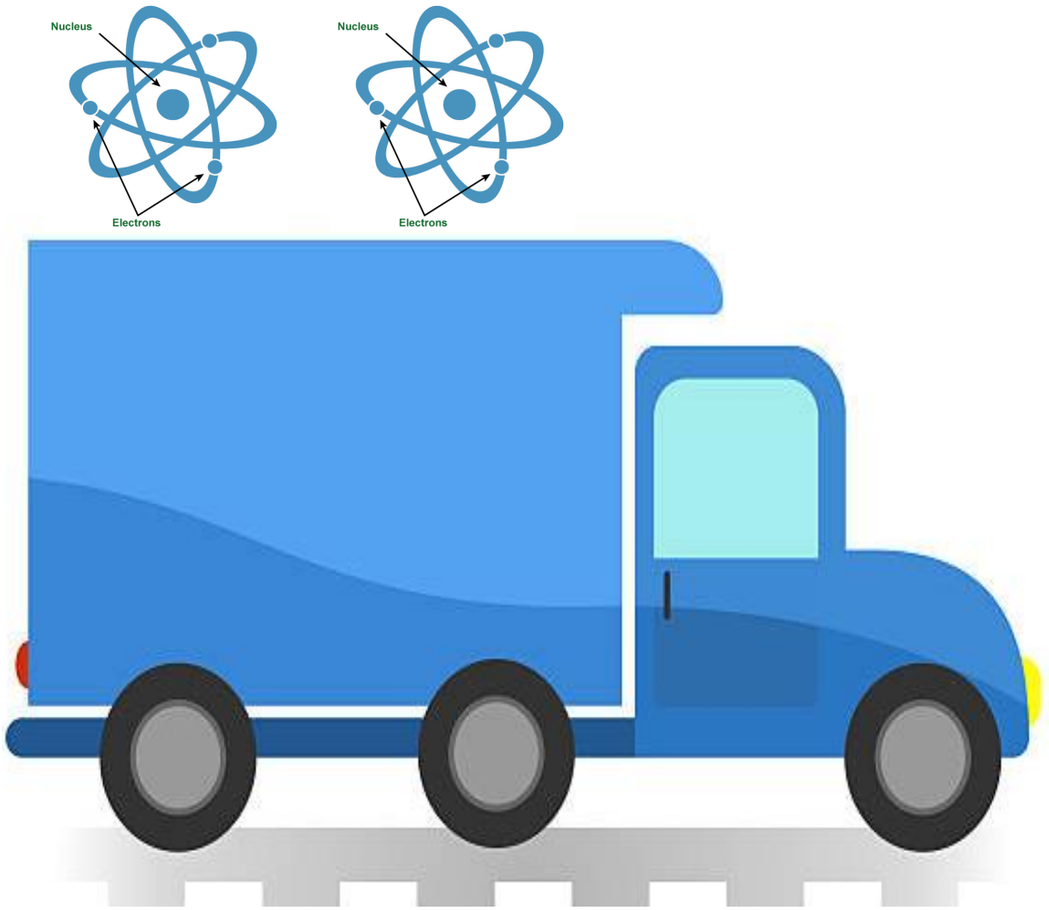
Our challenge

How should Jemena prepare for a sustainable energy future while meeting customer and community needs today?

How the electricity supply chain works



We carry electrons to your home safely & reliably








Jemena
bringing energy to life

The stages of electricity



Generation Transmission Distribution Retailer Your Bill

Jemena
bringing energy to life

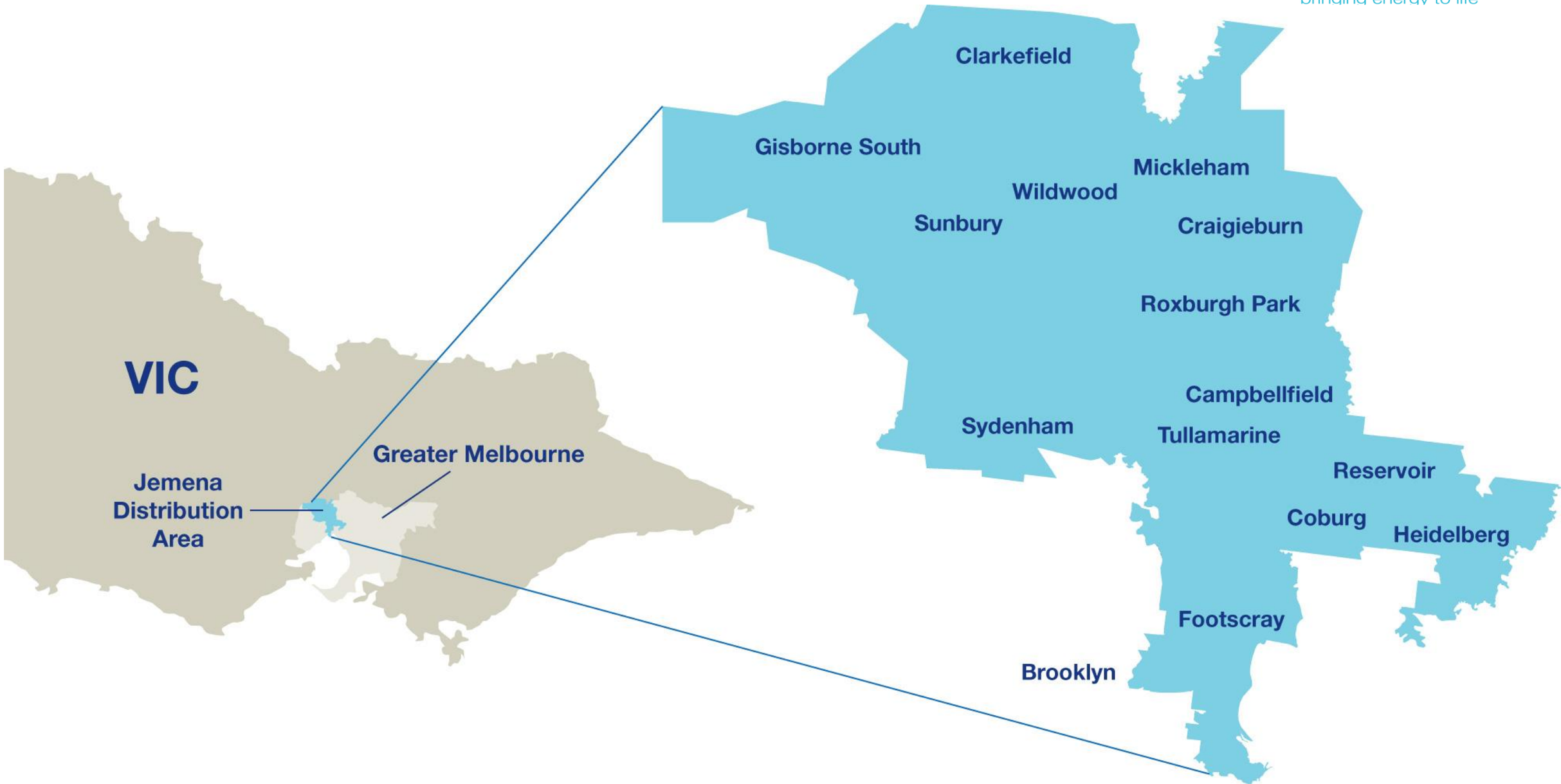
Jemena’s electricity network







Jemena's electricity network



What we do



Electricity supply



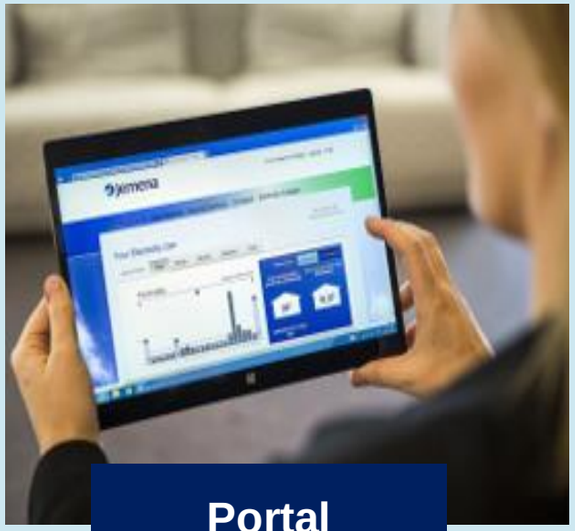
Emergencies



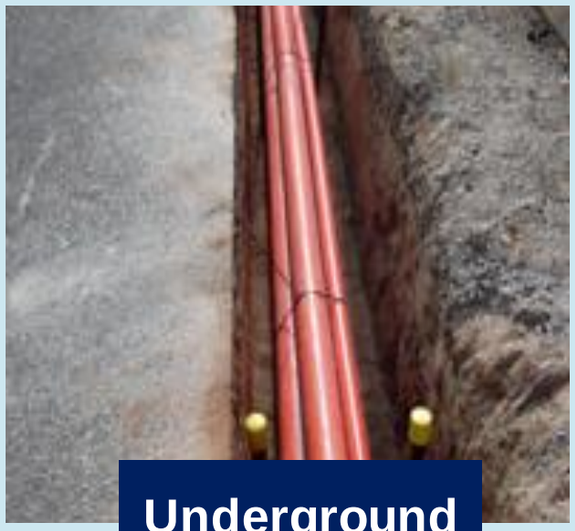
Life support



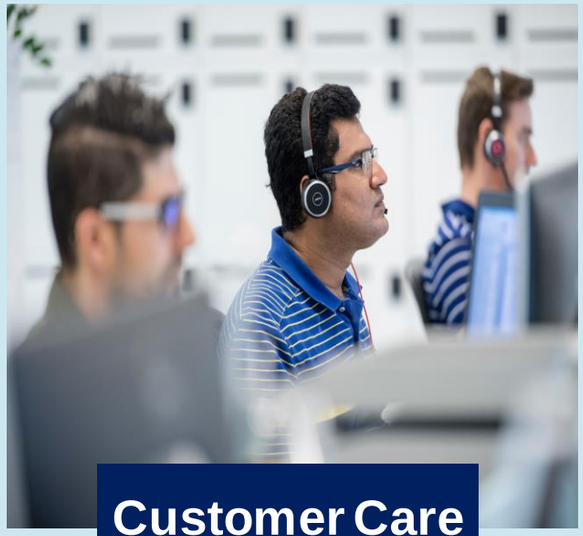
Streetlights



Portal



Underground



Customer Care



Connections

Our customers













Our customer numbers

	Residential	Small business	Large business
	350,000 customers	27,300 customers	2,100 customers
Usage characteristics	4 MWh per year	13 MWh per year	403 MWh per year



What our network looks like

Jemena
bringing energy to life

370,000+
Number of customers on the network

6,900km
Length of overhead and underground lines

99.99%
Our network is reliable 99.99% of the time

73%
Calls to our faults line are answered within 30 seconds

94,000+
Poles in our network

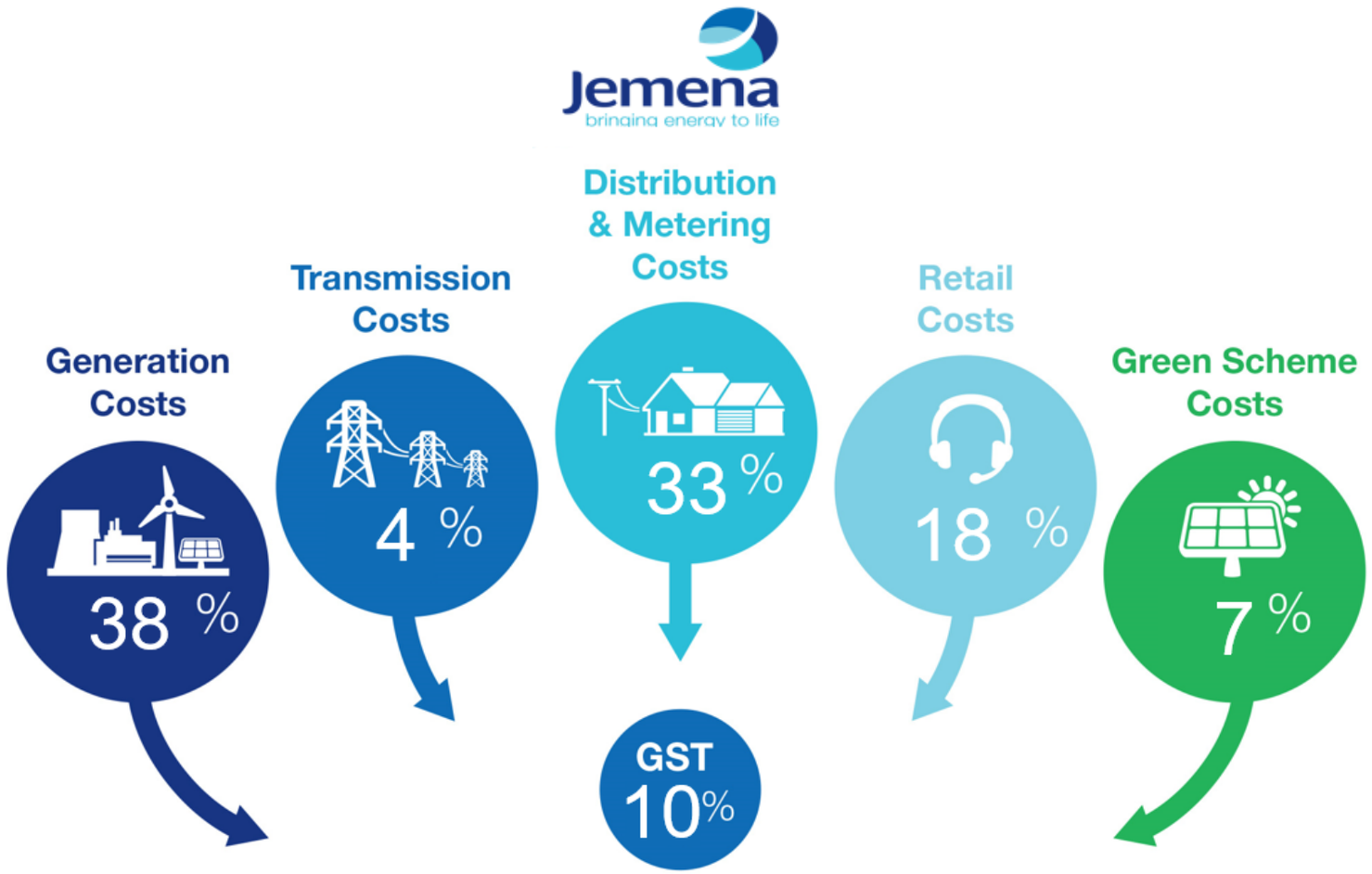
5.9 billion
Remote meter reads every year

10,000+
New customers connected each year

77,000+
Public lights

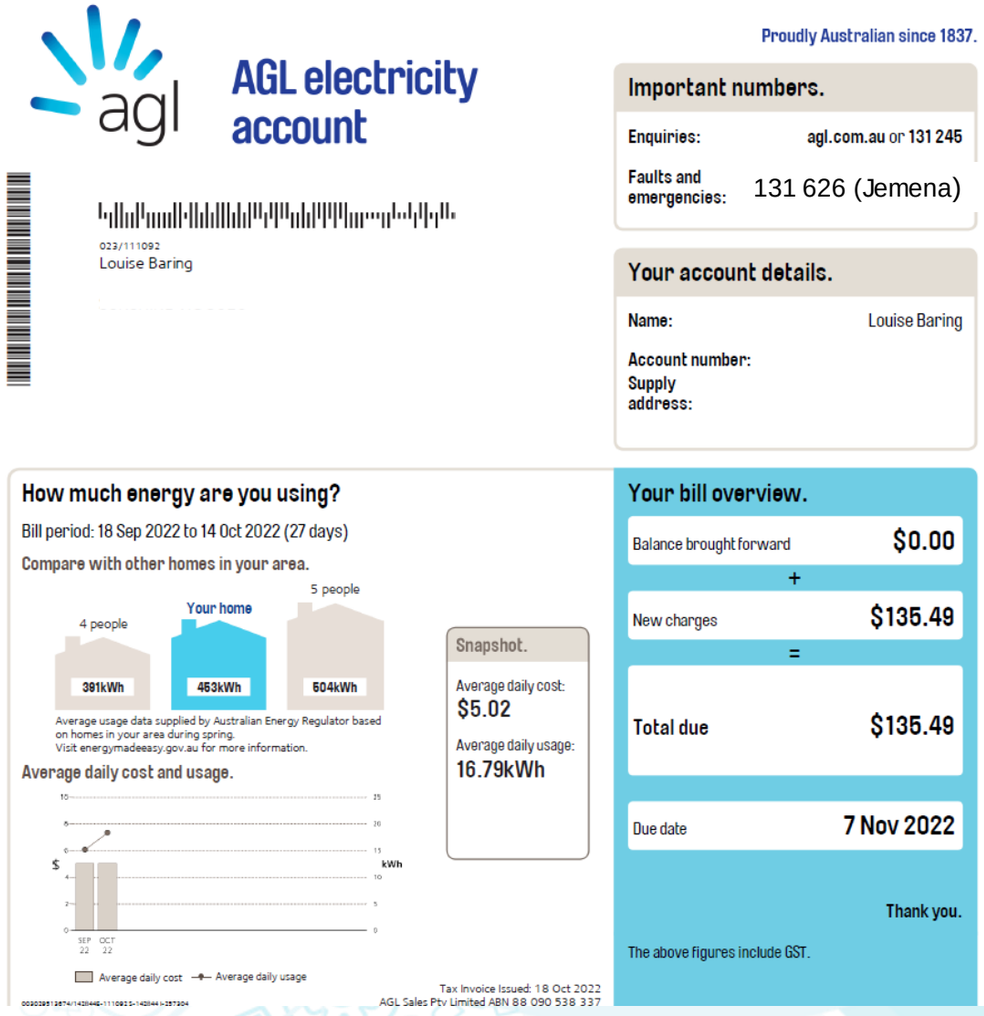


How your bill is calculated



$1,876

Typical annual electricity bill



How we are regulated

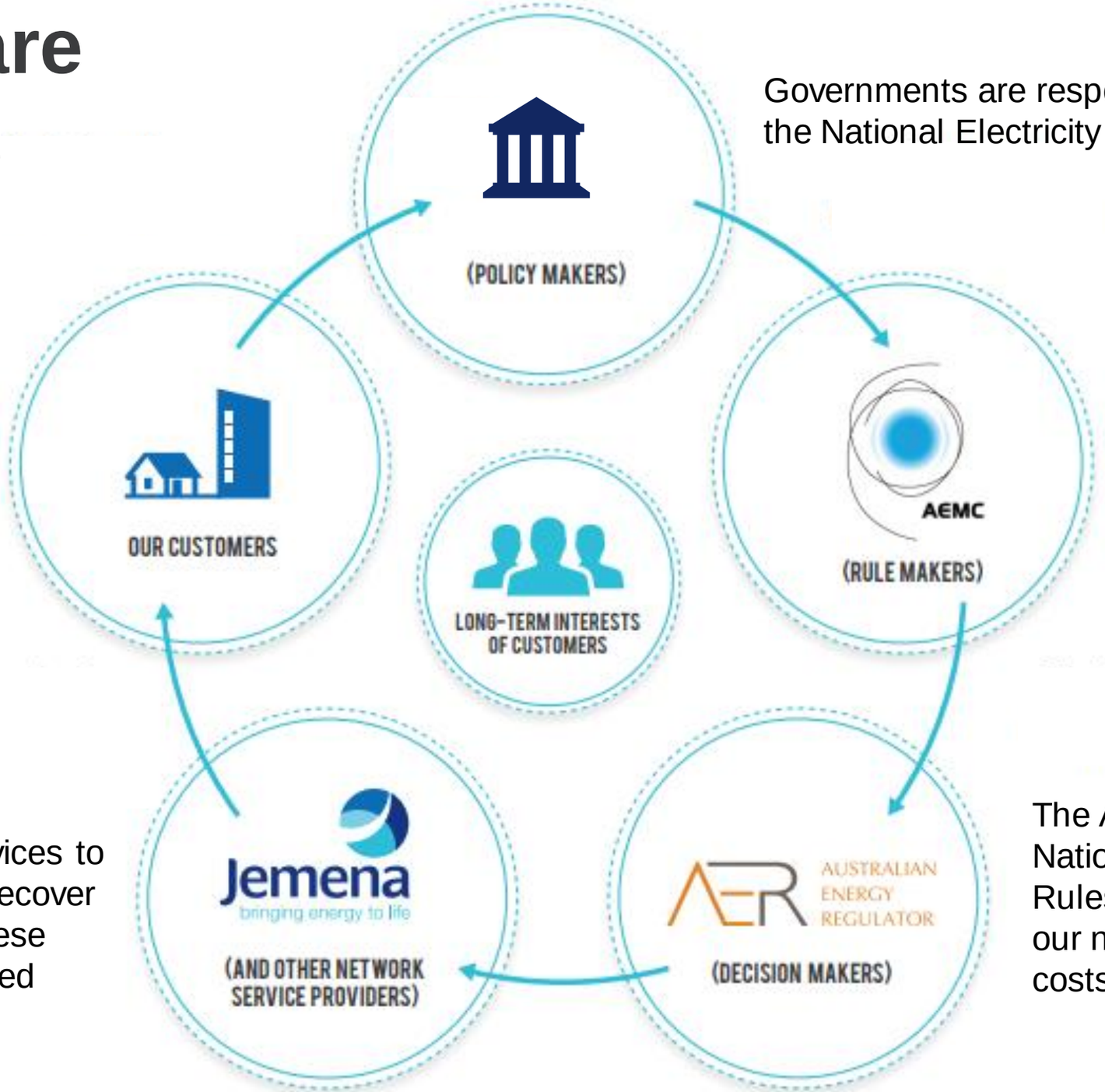
Governments are responsible for the National Electricity Law

The AEMC determines and administers the National Electricity Rules

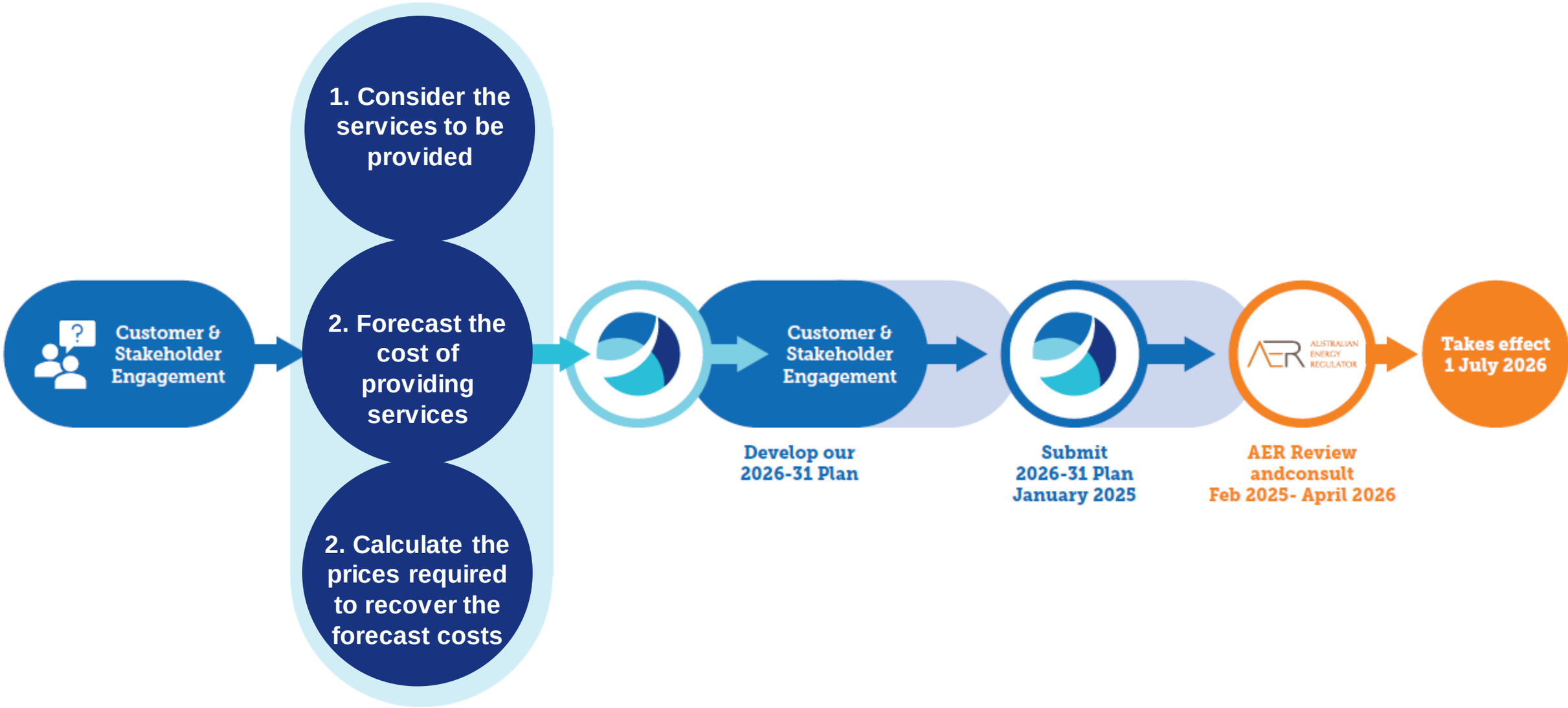
The AER enforces the National Electricity Rules by regulating our network services, costs and prices

We provide network services to our customers, and we recover the costs of providing these services through regulated network charges

Electricity customers, taxpayers and the community influences policy makers



What is a price reset?



Help shape our 2026-2031 proposal



Why we have Customer Voice Groups

1. Build **a deep understanding** of our customers and their views
2. Shape our regulatory proposal based off **customers' views**
3. **Build customer trust** in our regulatory proposal
4. Support growth of Jemena's **customer-focus culture**



Our promise to you

- Actively listen and understand your needs and preferences.
- Be open and provide you with more information or clarification when you need it.
- Jemena will give full, fair and thorough consideration of the Customer Voice Group feedback
- Your feedback will be made publicly available and shared with our People's Panel and Energy Reference Group.



Engagement hub



www.gridtalk.com.au



Mental Health Customer Voice Group

Find out more >



Young People Customer Voice Group

Find out more



Disability Customer Voice Group

Find out more >



First Nations Customer Voice Group

Find out more >



Multicultural Customer Voice Group



Seniors Customer Voice Group

Questions

Jemena

Discussion Round 1: Our households…

HOW DO YOU USE ENERGY?

mosaic LAB

When is your highest energy use?
(time of day / week / month / year)

When is your lowest use?
(time of day / week / month / year)

How many people are there in your household?

How does the current cost of living influence how your household uses energy?

What impact would increased energy costs have on your household?

What energy saving strategies do you use in your household?

What impact does an interrupted electricity supply have on your household?

What are the most important things about electricity supply for your household?



Activity

Instructions:

Find someone who……**has the same card as you!**

AND

Talk about :

“What's on your mind about the future of energy?"

See you online (zoom):

THURSDAY 16 November 2023

5.15PM for a 5.30pm start

Finish at 8.30pm

How did we go?



Like



Wish



Wonder

to hear,
listen
and think



Jemena