People's Panel Session – Day 4

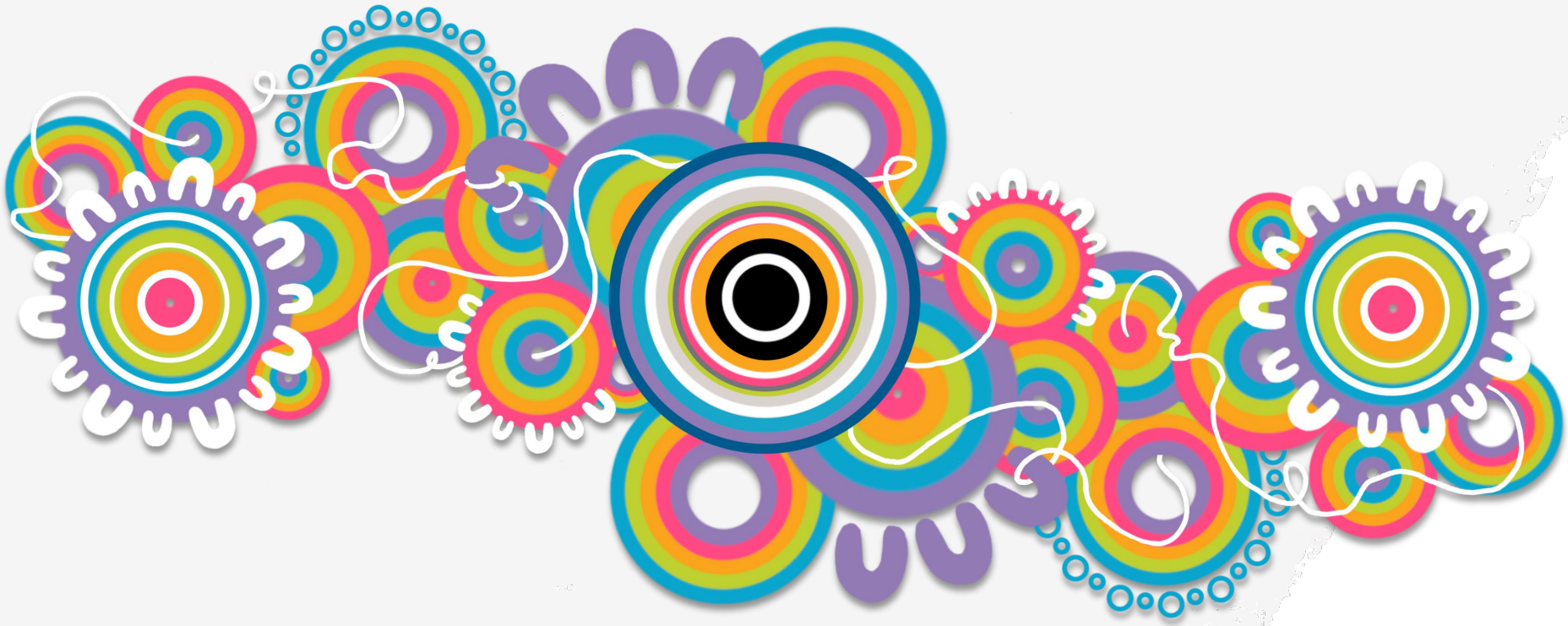
16 March 2024



Jemena


ROOM
CLOSED

Let's Connect



FIND SOMEBODY YOU HAVEN'T SPOKEN WITH...

SHARE SOMETHING ABOUT YOURSELF...

SURPRISE THEM!

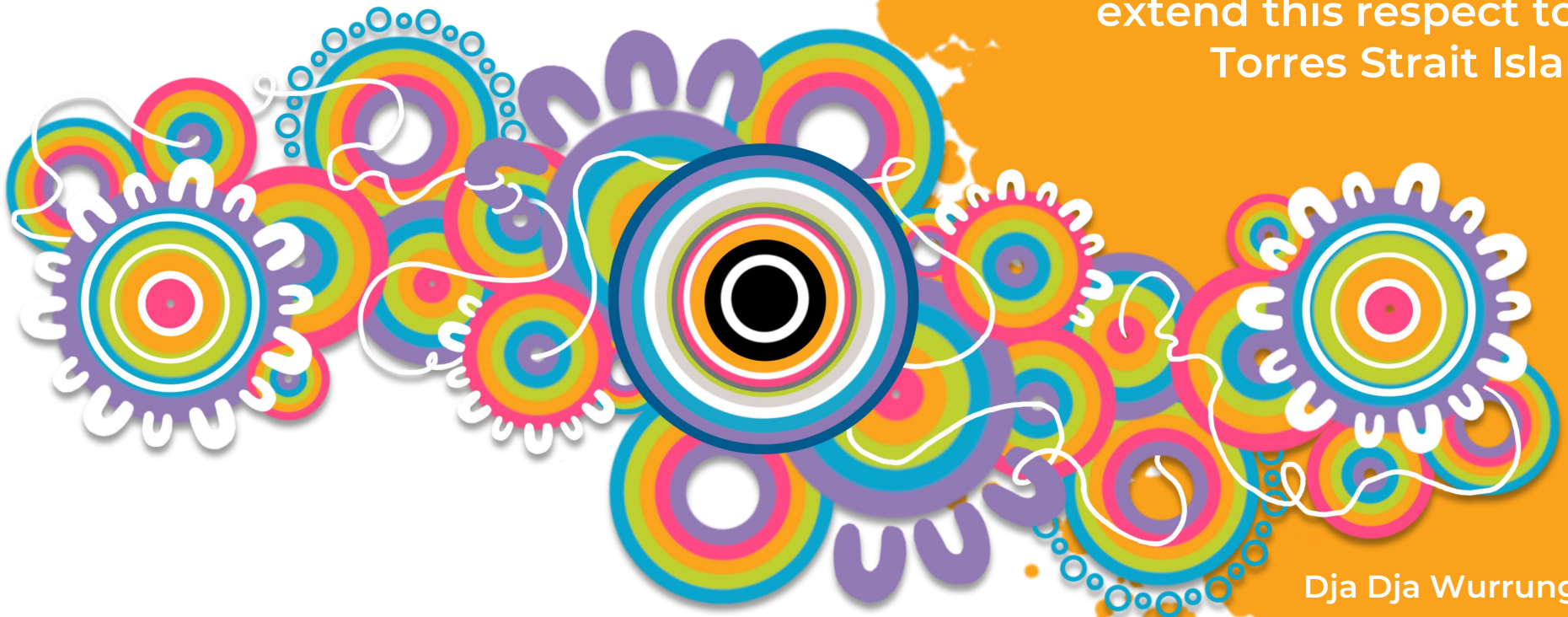


Acknowledgement of Country

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 FACILITATORS



Lyndal Mackintosh (she/her)

Principal Facilitator



Belinda Lowing (she/her)

Senior Facilitator



Jody Kingston (she/her)

Senior Facilitator

Our purpose today

DAY 4

- Meet the **Customer Voice Group reps** and gain valuable insights
- Explore **major gaps** and **mergers**
- Hear from **Jemena** on their **observations** so far
- **Review and refine** your recommendations



Jemena People's Panel Working Agreements

We will....

- Learn with openness and promoting equal voices
- To achieve successful outcome
- Every idea has merit and valued
- Share and listen!
- Genuine collaboration and back it up by facts
- Respecting each other
- Get a results!

Jemena
bringing energy to life

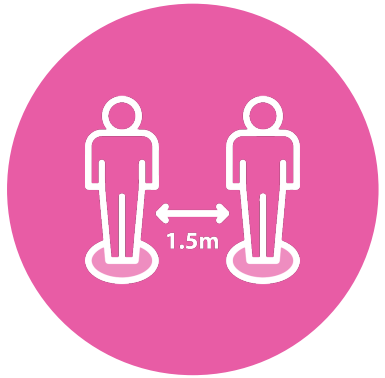


AGENDA

9.00AM	**Welcome and getting started**
9.20AM	Customer Voice Groups & speed dialogue
11:15AM	**Morning tea** — 30 MIN BREAK
11.45AM	Jemena's observations
11.55AM	Major gaps and mergers
12.45PM	**Lunch** — 45 MIN BREAK
1.30PM	Review and refine our recs
2.30PM	Providing feedback on our draft recs
3.20PM	**Afternoon tea** — 15 MIN BREAK
3.35PM	Final review and refine for day 4
4.20PM	**Final messages and close (4.30PM)**



BEING SAFE TOGETHER



Distancing 1.5m



Masks

personal preference



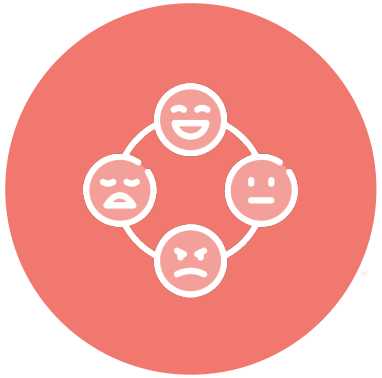
Individual devices



Cough into elbow



Presence



Everyone feels differently about this



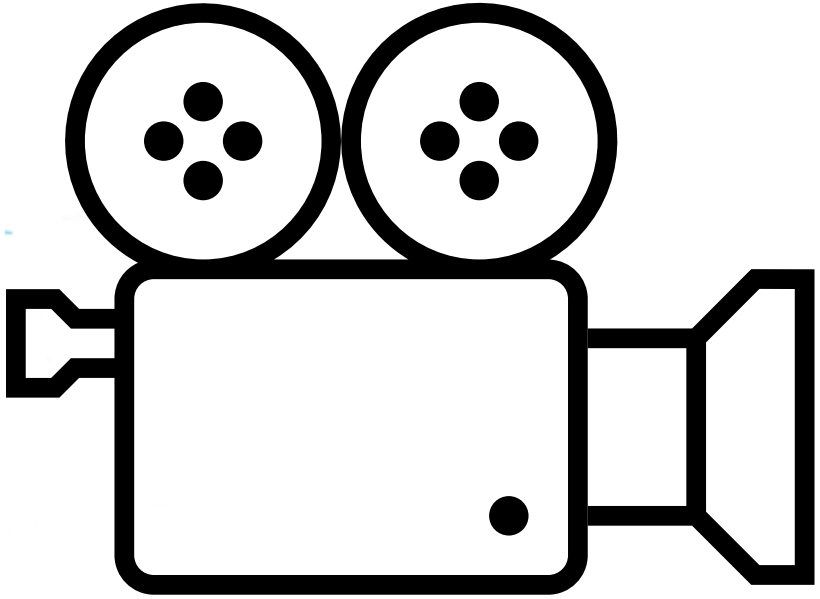
Be kind



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

PHOTOGRAPHS & VIDEOGRAPHY

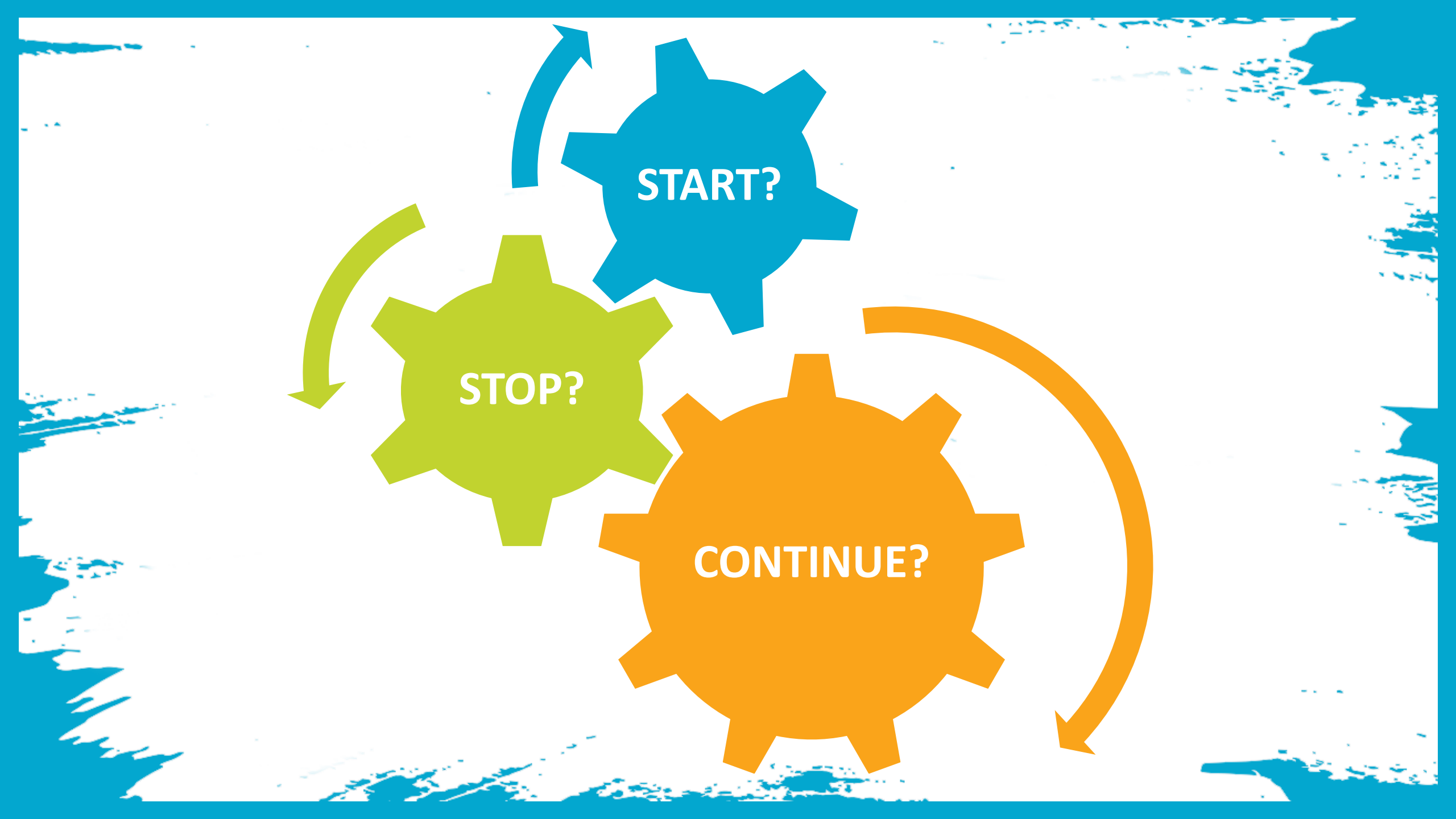


Milk VIDEO

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

OUR ROADMAP – JEMENA PEOPLE'S PANEL AGENDA

Orientation 6-9pm	Day 1 9am-5pm	Day 2 9am–4.30pm	Day 3 9am – 5pm	Day 4 9am - 5pm	Day 5 9am – 5pm	*Recall Day* 9am – 5pm
Thursday 2 Nov	**Saturday 25 Nov**	**Saturday 3 Feb**	**Saturday 24 Feb**	**Saturday 16 March**	**Saturday 20 April**	**TBC**
Getting to know each other Working agreements Understand our journey and task	Deeper understanding of our task and Q&A with Jemena Electricity Networks Hear from guest speakers Discuss Information gaps and who or how to build knowledge	Share learnings and experiences from the Customer Voice Groups Hear from panel nominated speakers Site visit Discuss the challenges and consider the initial trade offs	Build on our knowledge and discuss our initial ideas Write our first draft recommendations	Testing our ideas and draft recommendations with the Customer Voice Groups Review and rewrite our draft recommendations	Review and refine our recs following feedback from Jemena and customer voice groups **Final recommendations are decided and we hand the report over to Jemena Electricity Networks**	Update on progress from Jemena Electricity Networks Provide feedback based on the effective integration of our recommendations


START?
STOP?
CONTINUE?

START – WHAT DO WE START DOING?

PROVIDING DETAIL AND CLARIFICATION

- *Clarifying task limits and scope.*
- *Please have Jemena go over the draft recommendations and comment if this is completely out of their remit so we don't waste time.*
- *Providing numbers for costs of network and possible initiatives.*

PROCESS

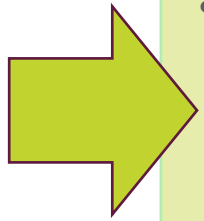
- *Add in a note on what the outcome for each breakaway is.*
- *More time to write ideas, bit rushed.*

WORKING TOGETHER

- *Give opportunity for others to speak instead of same people.*
- *Pronouns on nametags normalised or discussed.*

IMPORTANT REMINDERS

- *Advise people not to attend if sick.*



- We will remind you about the scope of your task, and Jemena's role as a distributor
- You can work with your fellow panel members to remind each other about the scope when drafting your recommendations.
- We will remind people our working agreements of "promoting equal voices"

STOP – WHAT DO WE STOP DOING?

FOCUSING ON INDIVIDUAL SOLUTIONS OR IDEAS

- *Some people are very attached to their idea/proposal - hard to get objectives written and incorporate relevant views.*
- *Focusing heavily on single solution aka direct away from specific battery usage etc*

FORGETTING THE SCOPE

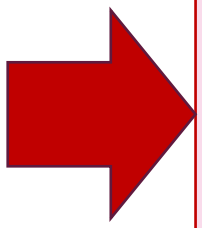
- *Putting forward recommendations outside Jemena's role*

PROCESS

- *More time to write ideas, bit rushed.*
- *Music during times of reflection - sensory overload*
- *Bit of chaos with large groups speaking over each other*

VENUE AND CATERING

- *Worrying about catering now!*
- *Changing venue*



- We will give you time to discuss your ideas in small groups
- As a group, work to keep yourself focused on the remit.

CONTINUE – WHAT DO WE CONTINUE DOING?

CLARIFYING THE TASK
- *Clearer instructions on why we are doing the task.*
- *Good recapping*

COLLABORATION
- *I feel like we hit a sweet spot for collaboration today, keep it up.*
- *Interaction*
- *Focused small group work*
- *Respectful facilitation*

TIMING AND BREAKS
- *Keeping to time*
- *Good breaks - lengths*

VENUE AND CATERING
- *Coffee cart!! Amazing*
- *Food diversity.*

- Day 4 is another big day working towards building your recommendations
- We will work with you to keep us to time and make sure we have good breaks (and more good food)
- Our barista is back!
- Continue the good work on living your working agreements to support each other

WE ARE ABOUT TO OPEN THE ROOM & WELCOME OUR

OBSERVERS


Welcome
to our
observers
OPEN


“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.”

OBSERVERS - JEMENA

- **Ana Dijanosic** – General Manager Regulation, Jemena Networks
- **Sandra Centofanti** – Group Customer Experience Manager, Jemena
- **Lisa Mannix** – Group Manager, Customer Experience, Jemena
- **Theodora Karastergiou** – Future Network and Planning Manager
- **Thanh Bui** – Future Network Team Leader
- **Matthew Serpell** – Project Director, Jemena
- **Jesse Mills** – CX Innovation Manager
- **Luisa Hall** – Senior Pricing Analyst
- **Louise Baring** – Customer Engagement Lead, Jemena
- **Jennifer Hardman** – Engagement Support and Comms Lead

OBSERVERS

- **Kyle Redman** – Independent Evaluator
- **Keith Greaves** – MosaicLab
- **Dylan Greaves** – MosaicLab

CUSTOMER VOICE GROUP REPRESENTATIVES










FACILITATOR

Jemena's engagement Program

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

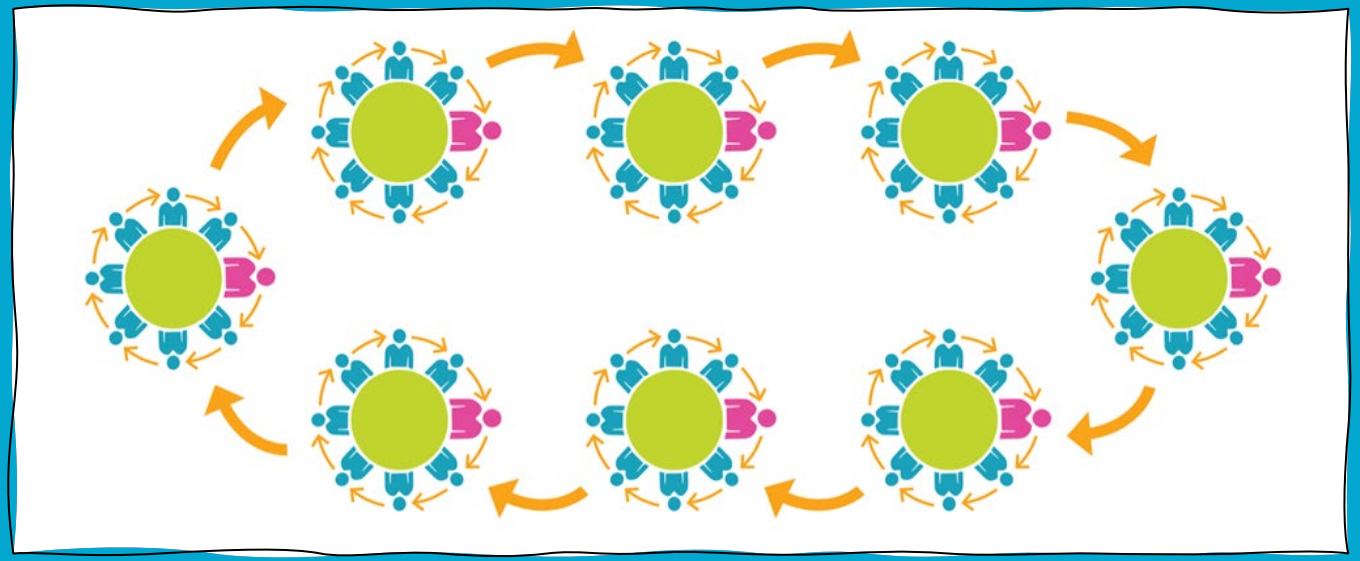
Small & med business customer engagement

Each Panel member that attended the sessions....

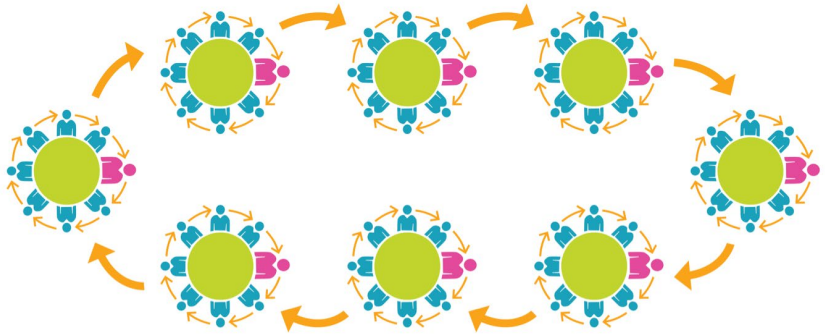
1. Introduce your Customer Voice Group members
2. Share a few of your insights from attending the sessions



SPEED DIALOGUE - CUSTOMER VOICE GROUPS

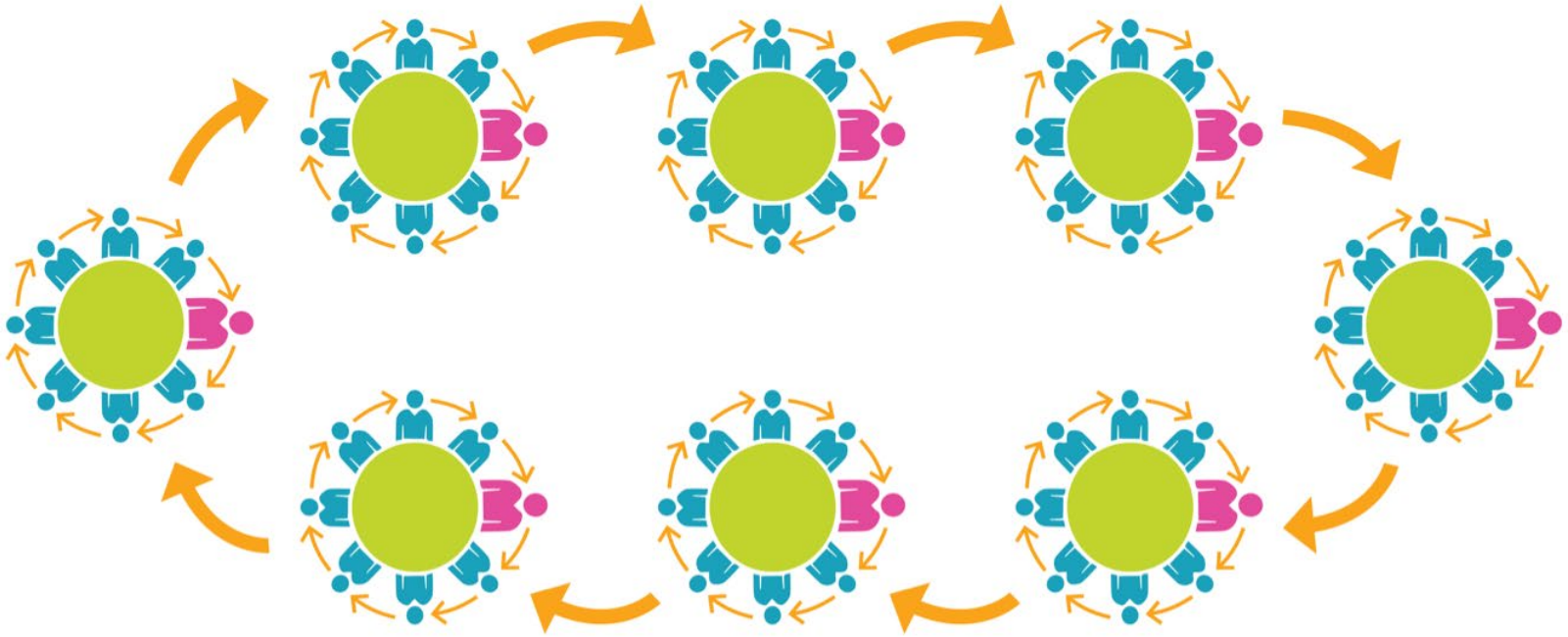


SPEED DIALOGUE



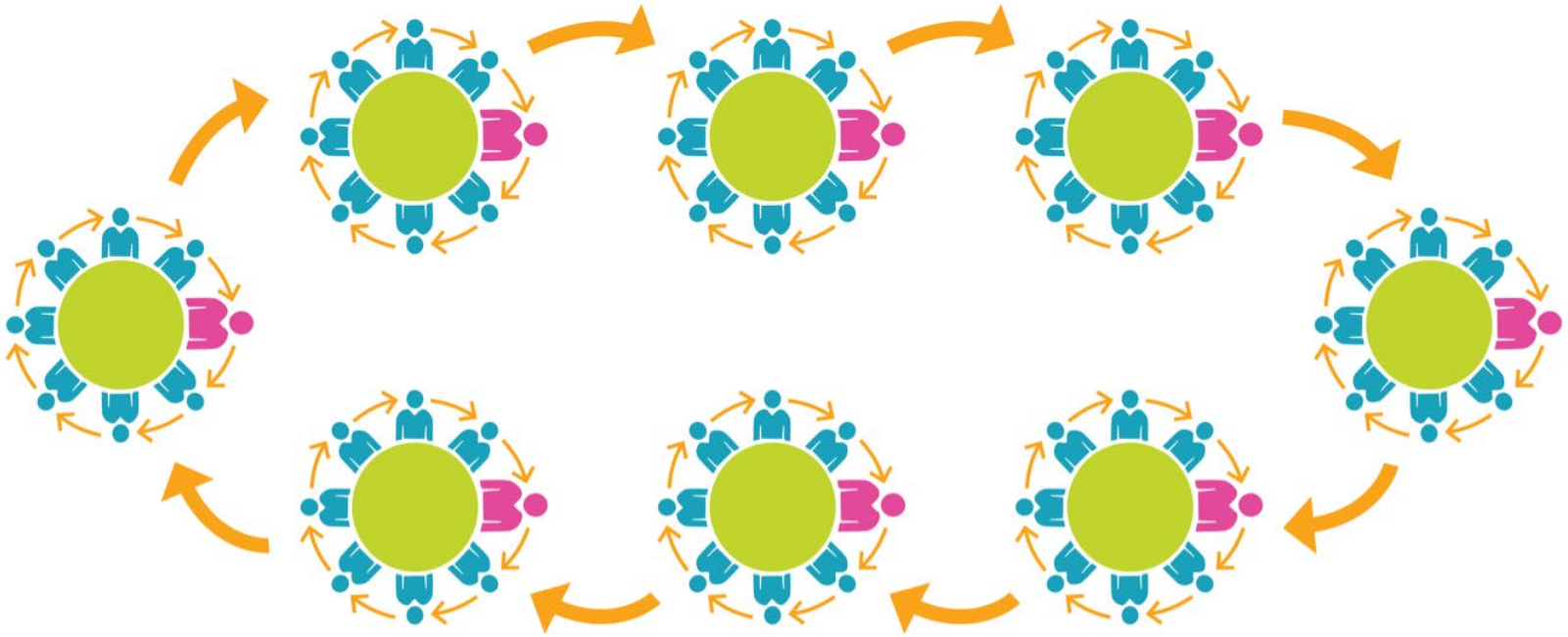
- Your group will be visited by a speaker for 10 mins
- You are responsible for taking your own notes
- At the loud music, your speaker will move to the next group
- We have 5 speakers in total and we have 7 rounds – you get 2 break (to stretch, refresh and take notes)

ROUND 1



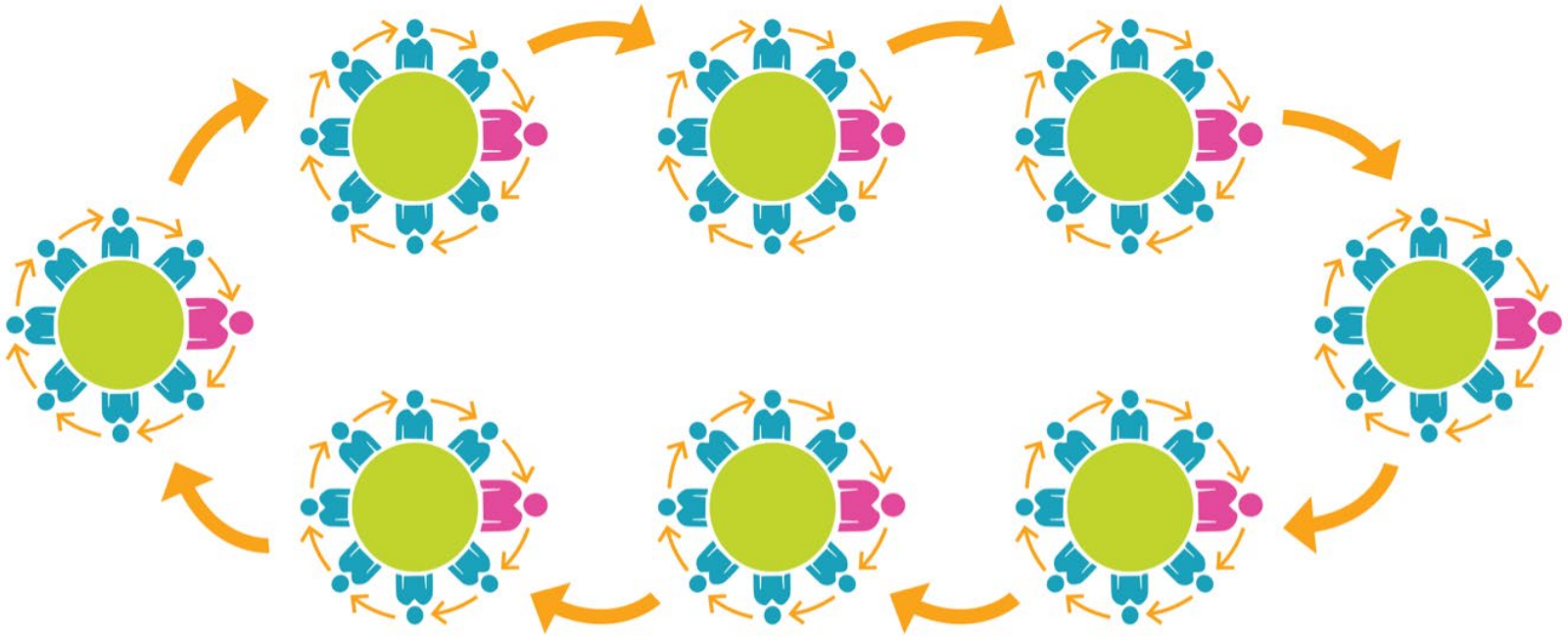
ONE MINUTE TO GO...

ROUND 2



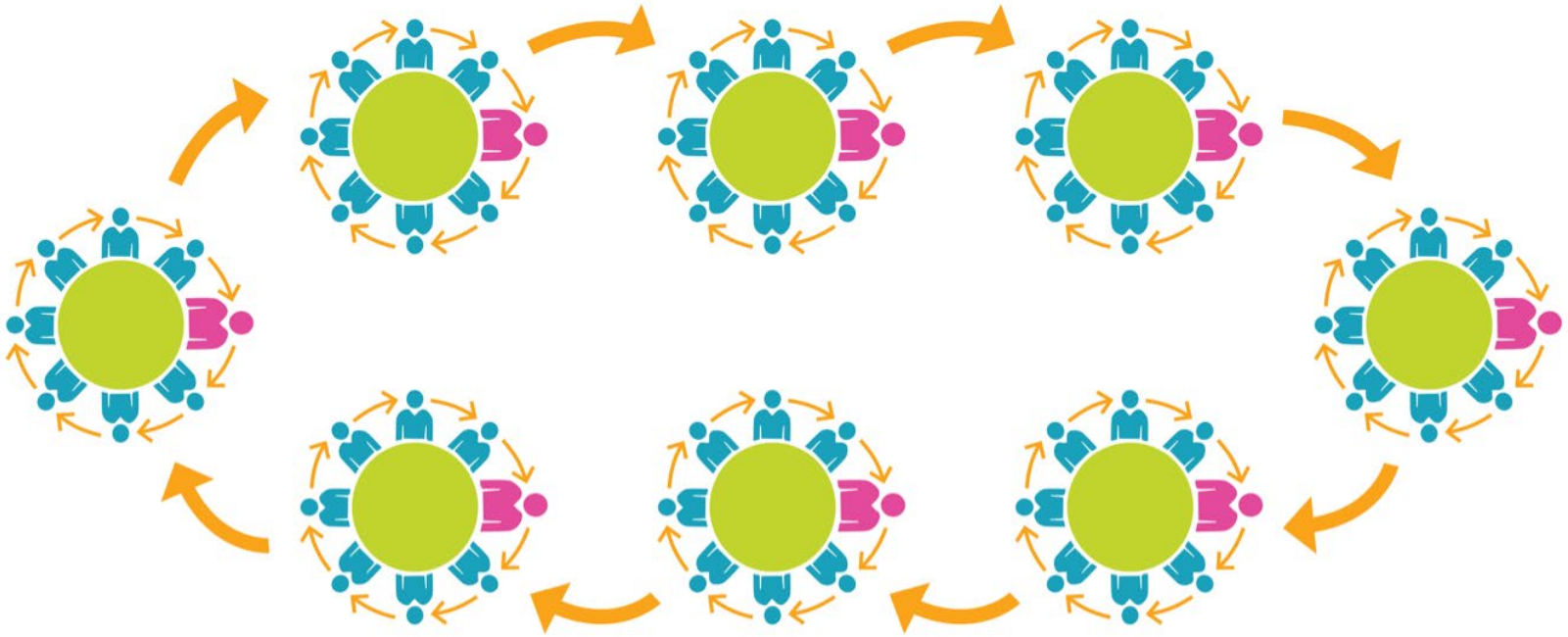
ONE MINUTE TO GO...

ROUND 3



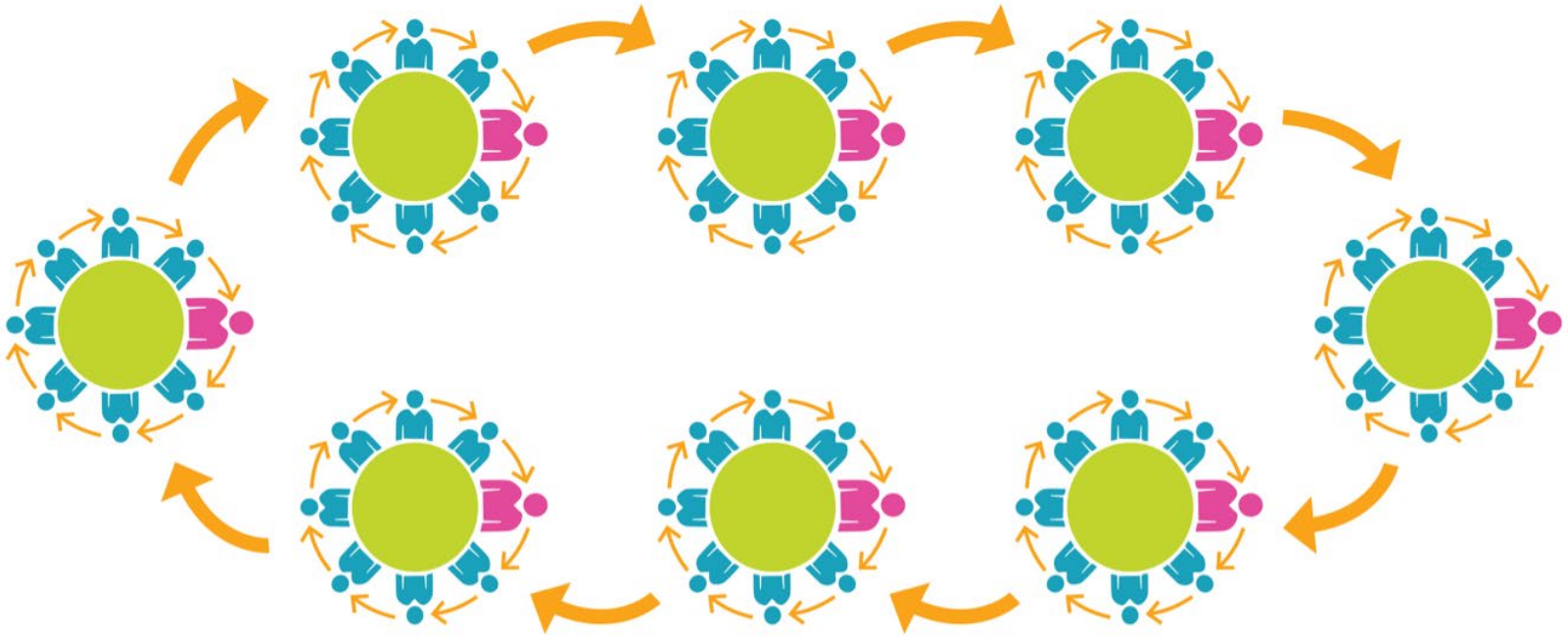
ONE MINUTE TO GO...

ROUND 4



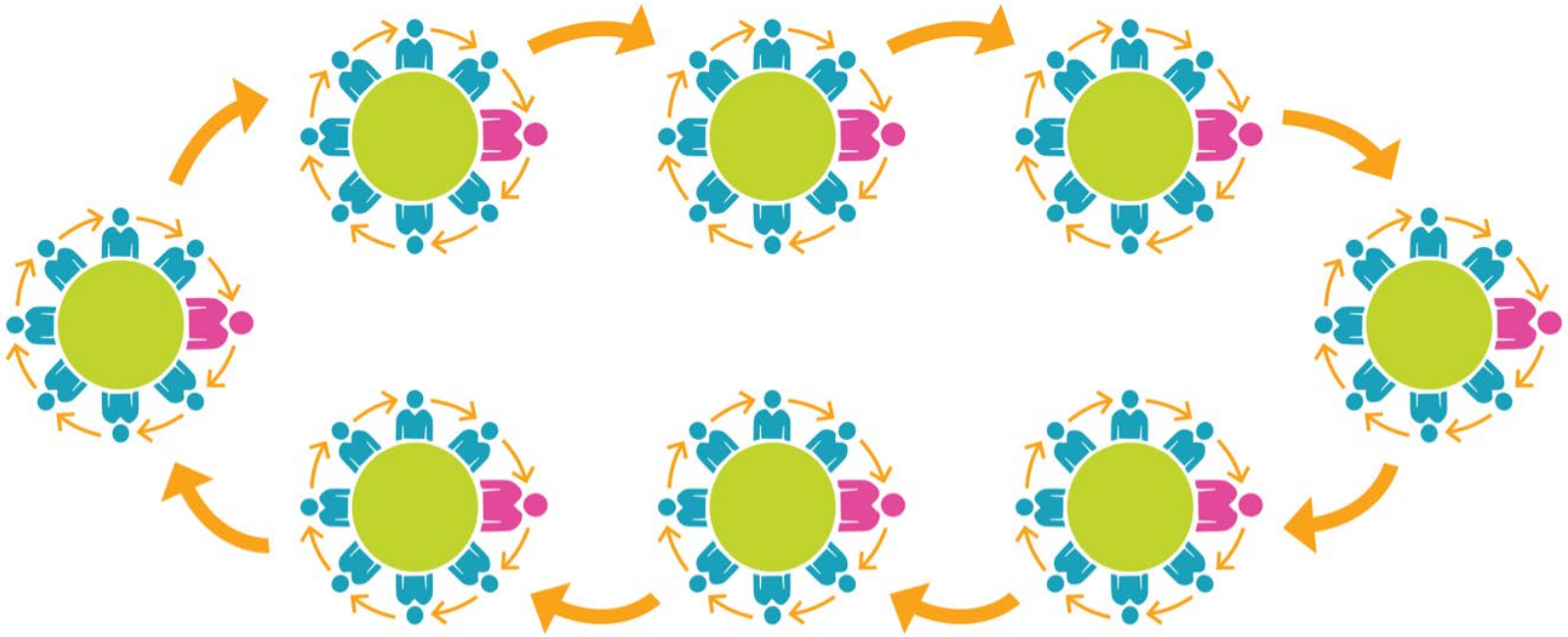
ONE MINUTE TO GO...

ROUND 5



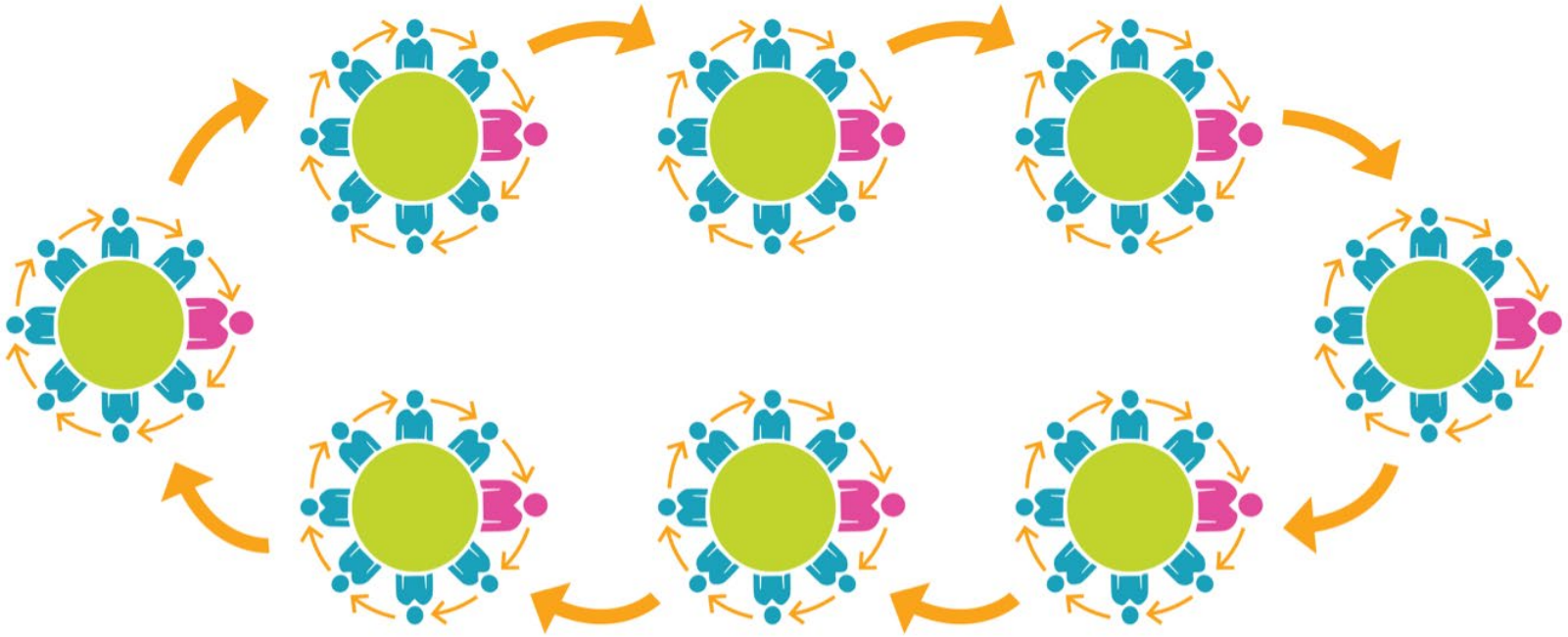
ONE MINUTE TO GO...

ROUND 6



ONE MINUTE TO GO...

ROUND 7



ONE MINUTE TO GO...



ROUND OF APPLAUSE FOR OUR SPEAKERS!



Take a break + stretch

Back at

11.45AM

Jemena’s electricity network – observations



1 Trade off scale for investing in the network

Jemena
bringing energy to life

1. Investing for growth in the network

– Savings

Don't invest in the expectation that more many customers will connect in the future, no cost savings to customers

Maintain

A passive approach to network growth could mean opportunities for lowering everyone's costs are missed

+ Growth
+ Savings

Take an active role to invest early to **enable growth of the network** and **cost savings all to customers**

2. Increasing resilience, reliability and futureproofing assets

+ Risk
– Cost

Defer investment & potentially increase risk across the network –could jeopardise reliability but reduces costs for customers

Maintain

Only invest when a significant issue arises, maintained costs for customers

– Risk
+ Cost

Invest to increase resilience across the network (manage reliability and quality of power) increased cost to customers

Resilience vs Reliability





Resilience: Will the network withstand or recover quickly from difficulties

Will the poles withstand extreme weather?

Reliability: Performing consistently well

Will the lights go on when I flick the switch?

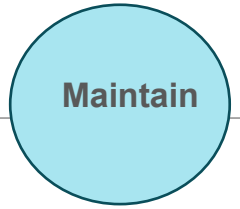
2 Trade off scale for running the network

Jemena
bringing energy to life

1. Manage operating performance and risks



Reduce reliability levels but costs will be reduced for customers



Continue current levels of reliability and efficiency with maintained costs for customers

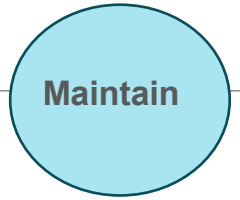


Increase operational responsiveness to system events to improve reliability with increase cost to customers

2. Increase digitisation of the grid and operations



Reduced costs for customers to continue existing technology and not realise the technology benefits, this may expose cyber security risks



Maintain the current level of costs and digitisation and the existing standard of cyber security



Increased costs to exceed cyber standards and use analytics to optimise operating the network

3

Trade off scale for tariffs

1. **Align our tariffs with other Victorian electricity distribution businesses** (including export charges (tariffs)

+ Jemena Specific

+ Confusion

- Develop Jemena specific tariffs for Jemena customers only (may not be any different from Vic)
- This will cause confusion with customers & retailers and misalignment with state-wide approach

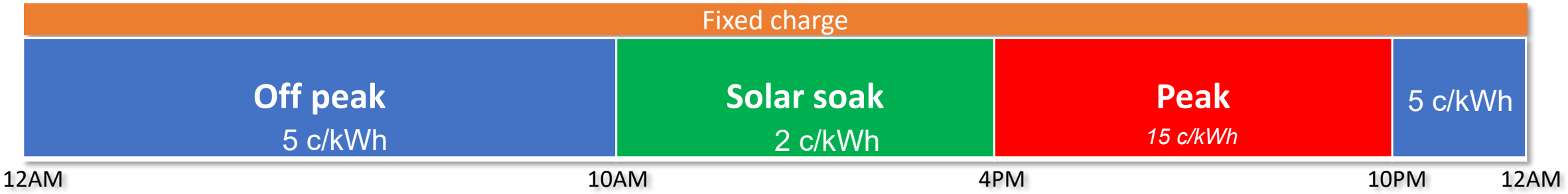
+ State-wide Meets needs

– Confusion

- Alignment and consistency state-wide
- Networks have a similar characteristics

Proposed state-wide tariffs

All customers

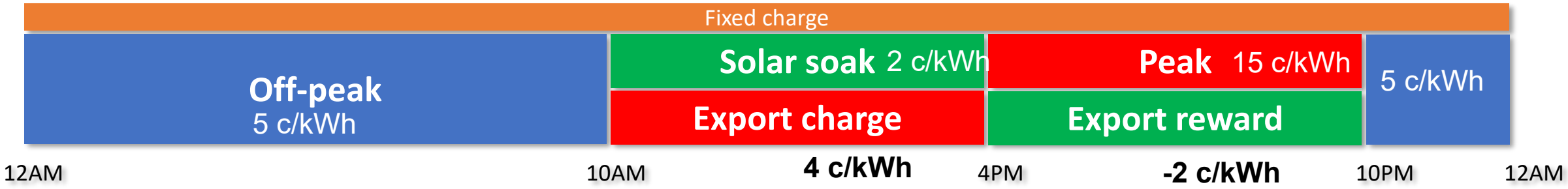


All **customers benefit from the solar soak component of the tariff with reduced charges during the middle of the day**

Example numbers

Proposed state-wide tariffs

Customers with rooftop solar only (most likely with batteries) – OPT-IN & OPTIONAL ONLY



Customers with rooftop solar who have *battery* storage who choose to be on this tariff will benefit

Example numbers

FINAL GAPS



Our challenge

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

WHAT ARE THE GAPS IN OUR CURRENT RECOMMENDATIONS?





FINAL IDEAS FOR RECOMMENDATIONS

STEP ONE

- Have a look at the current recs and a quick chat in small groups (20 mins)
- Let's work together to identify our gaps – we are looking for major gaps.
- We must see a strong level of agreement to add something in new
- If you have a gap, raise your hand and we will bring you a recommendation template

STEP TWO

- Let’s test the new recommendations - we must see strong levels of agreement
- Don’t get stuck on the wordsmithing





A FEW MESSAGES BEFORE LUNCH



LIBRARY TIME OVER LUNCH...

Use the resources available

- Your manual
- Insights wall
- Jemena Juicebox
- The Jemena team!

Available during our break

mosaicLAB

JUICEBOX!



YOUR AI ASSISTANT!

Inside the 'box':

- PEOPLE'S PANEL MANUAL
- ERG READING PACK
- MATT'S PRESENTATION
- GRIDTALK - JEMENA'S WEBSITE
- CVG INSIGHTS AND CONSIDERATIONS

WE ARE LOOKING FOR PEOPLE TO

PARTICIPATE IN A QUICK VOXPOP VIDEO INTERVIEW

SHARE YOUR EXPERIENCE:

What are we doing today?

What are you curious about?





LUNCH

Back at 1:30pm

BUILDING OUR RECOMMENDATIONS

PART 5



Our challenge

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

Writing your recommendations today

WE'RE HERE

1. Brainstorm ideas
2. Grouping ideas
3. First draft of recommendations
4. Feedback on draft recommendations
5. Refine recs from feedback
6. Feedback on all recommendations
7. Review and finalise recommendations
8. Love it to Loathe it feedback – before day 5

Writing your recommendations

DAY 5

1. Brainstorm ideas
2. Grouping ideas
3. First draft of recommendations
4. Feedback on draft recommendations
5. Refine recs from feedback
6. Levels of comfort survey
7. Review and finalise recommendations
8. Final walkthrough

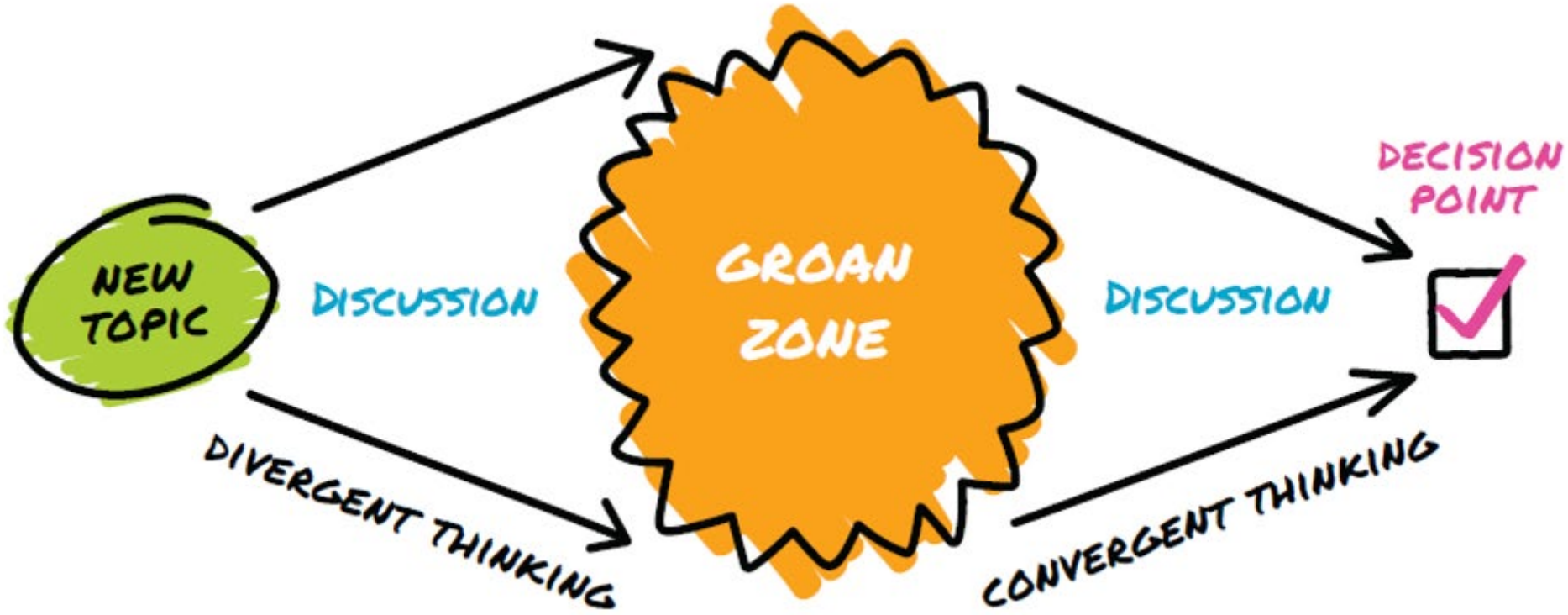
YOUR RECOMMENDATIONS SO FAR

A	Balanced tariff reform
B	Corporate responsibility – addressing sustainability and carbon footprint
C	Network resilience
D	Innovative digitisation and automation
E	Regulatory change to allow storage by distributors
F	Consumer education
G	Energy resources regulation

YOUR RECOMMENDATIONS SO FAR

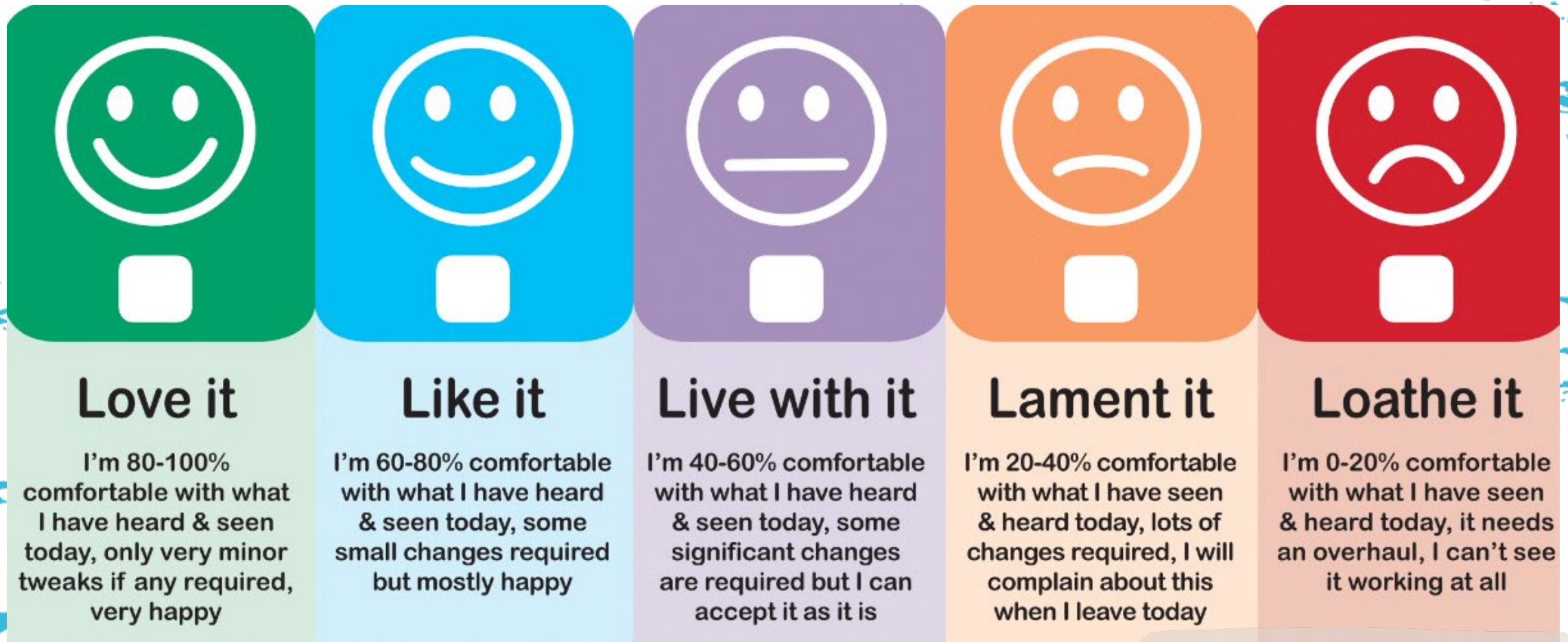
H	Collaboration
I	Tiered tariffs
J	Battery incentives
K	Using investment to create more sustainable operations
L	Jemena drives off-peak EV usage
M	Simplify tariff structures
N	Regulatory change to require new house / developments / industry to incorporate solar & batteries

GROUP DECISION MAKING



- Consensus (where possible)
- 80% rule (super majority) & Minority reports
- Identify what is most important

TESTING OUR COMFORT LEVELS



Love it

I'm 80-100% comfortable with what I have heard & seen today, only very minor tweaks if any required, very happy

Like it

I'm 60-80% comfortable with what I have heard & seen today, some small changes required but mostly happy

Live with it

I'm 40-60% comfortable with what I have heard & seen today, some significant changes are required but I can accept it as it is

Lament it

I'm 20-40% comfortable with what I have seen & heard today, lots of changes required, I will complain about this when I leave today

Loathe it

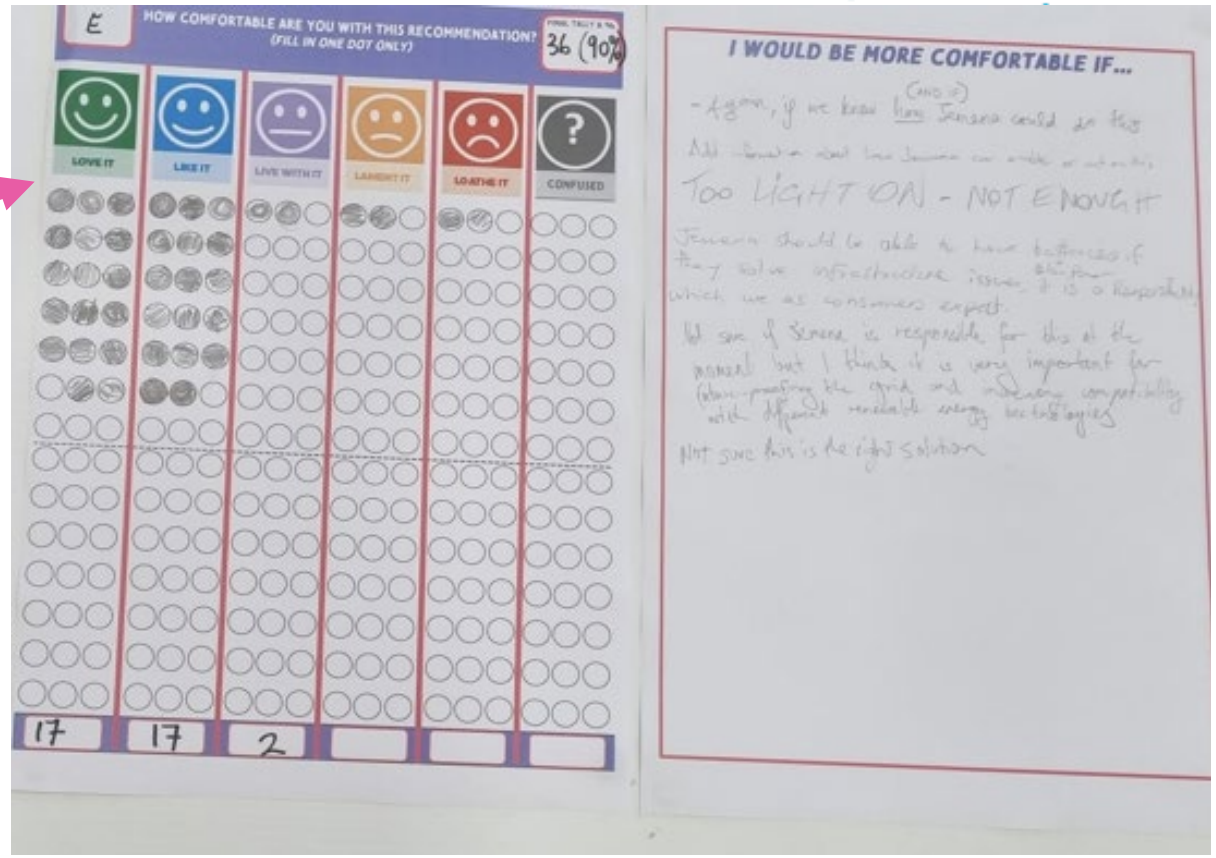
I'm 0-20% comfortable with what I have seen & heard today, it needs an overhaul, I can't see it working at all

OR CONFUSED?

WORKING WITH YOUR FEEDBACK

Check the level of comfort

This gives you an idea of how much work is to be done



Read over the comments

Remember, you need to write this on behalf of the panel

WRITING GROUPS

In new writing teams....

- Look for your letter in the document i.e. L
- Check current level of support for that recommendation
- Draw upon the comments from the levels of comfort feedback
- Review and refine the recommendation you have been assigned
- Let us know when you have finished

TIPS FOR WRITING IN GOOGLE DOCS

Choose 1 scribe and only write in your section (if you get lost, ask for help)

Don't move around in the document
(keep your cursor in your section)

Don't delete sections, download, copy/paste or change someone else's work

Do not hit the undo button, you will lose other people's work

Do the coffee shop check – could someone outside this room understand this?



Jemena Electricity Network

Pricing Reset Recommendations

Panel Report

April 2024

Jemena should consider to the maximum extent possible, the following recommendations on their 2026 – 2031 electricity distribution regulatory price reset

Recommendation 1

Heading: *(5 – 7 words)*	
Description: *(Provide 2-3 dot points to clearly describe your recommendation)*	
Rationale: *(Provide 2-3 dot points on why this is important?)*	

TOPIC: How should Jemena invest in the network for the future

What is your overall recommendation for investing in the network for the future?	*(Respond with 1-2 sentences on the overall approach you wish Jemena to do).*	*In one sentence, please describe why this is important?*

Recommendations: Investment in the network for the future

Heading	
Description	
Rationale	

Your Jemena go to team!

Jemena
bringing energy to life

Future Network & grid stability experts



Theodora Karastergiou
Future Network & Planning Manager



Thanh Bui
Future Network Team Leader

Customer experience & vulnerability



Sandra Centofanti
General Manager, Customer and Commercial



Lisa Mannix
Group Customer Experience Manager

Regulatory topics



Ana Dijanosic
General Manager, Regulation



Matthew Serpell
Program Director, Electricity Price Reset

Pricing & tariff expert



Luisa Hall
Senior Pricing Analyst

Digital customer experience



Jesse Mills
CX Innovation Manager

Writing time



Your Jemena go to team!

Jemena
bringing energy to life

Future Network & grid stability experts



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Future Network & Planning Manager



Thanh Bui
Future Network Team Leader

Customer experience & vulnerability



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Jesse Mills
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Writing your recommendations today

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2. Grouping ideas
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WE'R
HERE

REVIEWING THE RECOMMENDATION

In new small groups, provide comments on what is missing/what will strengthen the recommendation

Look for the **Guestbook comment box** after each recommendation

Write in the row with the letter of your group.

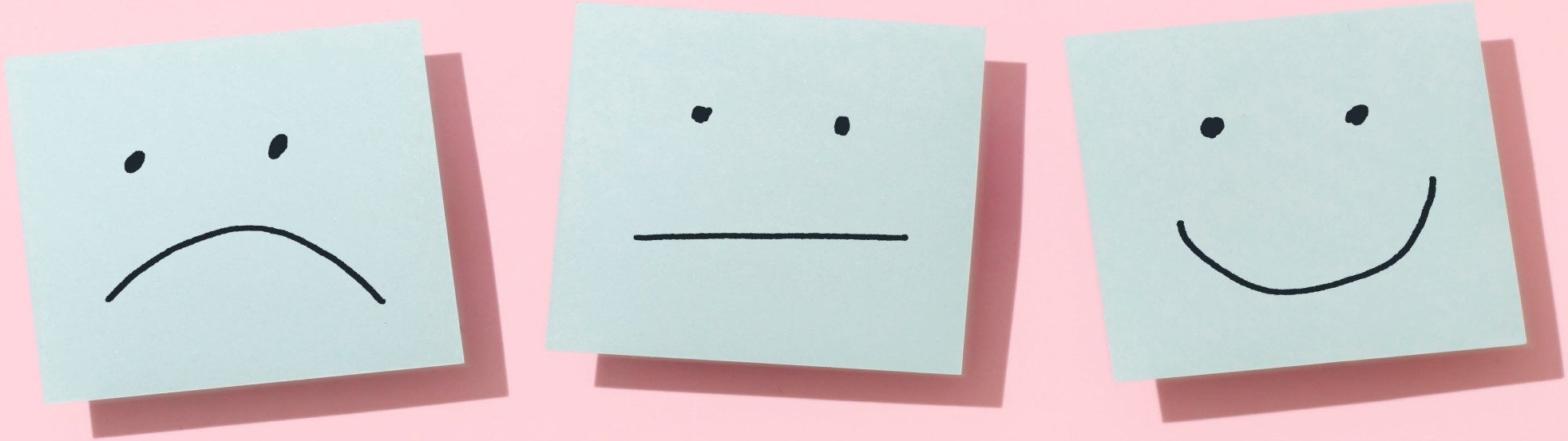
Group	Feedback on the recommendation – be specific to help strengthen this recommendation
A	
B	
C	
D	
E	
F	
G	
H	
I	
J	
K	
L	

IN SMALL GROUPS

Provide feedback on each of the recommendations

- Groups A to E - start at the top and work down
- Groups F to J - start in the middle and work down
- Groups K to M - start at the bottom and work up

FEEDBACK TIME





TAKE A BREAK

back at
3:35pm

Writing your recommendations today

1. Brainstorm ideas
2. Grouping ideas
3. First draft of recommendations
4. Feedback on draft recommendations
5. Refine recs from feedback
6. Feedback on all recommendations
7. Review and finalise recommendations
8. Love it to Loathe it feedback – before day 5

WE'
HER

WRITING GROUPS



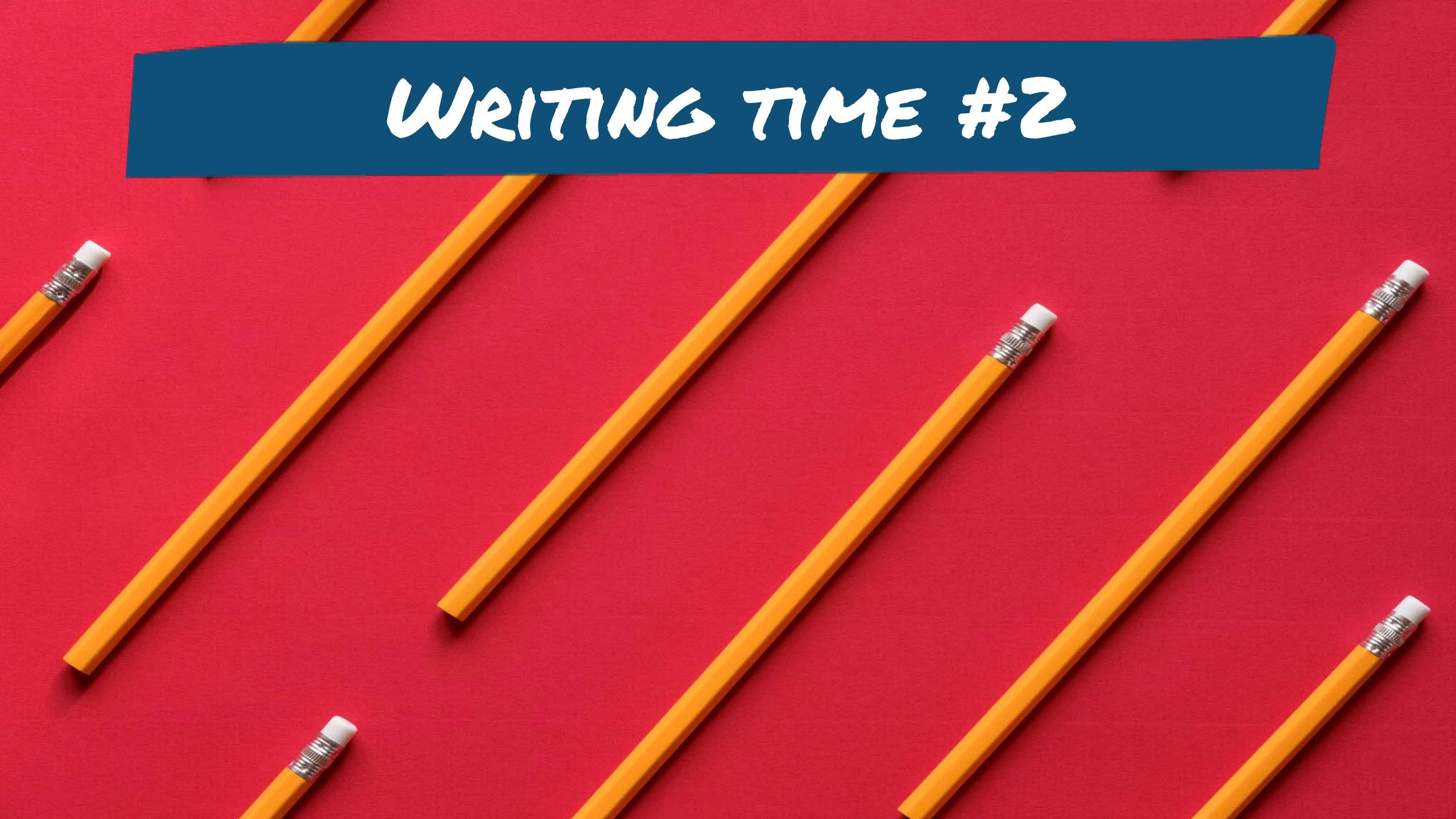
In new writing teams....

- Read the feedback in the guestbook

- Review and refine the recommendation you have been assigned

- Let us know when you have finished

Writing time #2

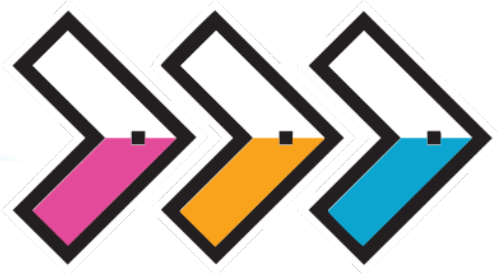


NEXT SESSION

SATURDAY 20 APRIL 2024

9.00AM – 5.00PM

Hume Global Learning Centre - Craigieburn



Don’t worry there will be lots of breaks!



TESTING COMFORT LEVELS

INDIVIDUALLY...

You will be sent an email with a link to an individual feedback form.

1. Note your level of comfort

2. Write a comment - *what would make you more comfortable?*

Please complete this by 7 April 24

TESTING YOUR LEVEL OF COMFORT

VOTE

Q1 Recommendation A

Heading: Balanced tariff reform


Loathe it - 0-20%


Lament it - 20 - 40%


Live with it - 40-60%


Like it - 60-80%


Love it - 80-100%

Q2 What would make you more comfortable with this DRAFT recommendation 1? Be clear and specific

Your answer...

COMMENT

WE STILL NEED CONNECTORS FOR...

Energy Reference Group Connector

Wed 17 April – for **1 hour** between 10am-1pm

This will be held online

Connectors receive an additional $50 stipend

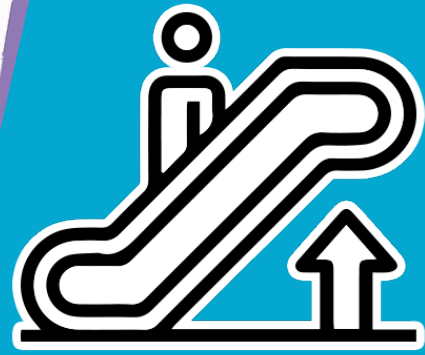
HOW DID WE GO?



START



STOP



CONTINUE



THANK YOU