First Nations Customer Voice Group

26 October 2023

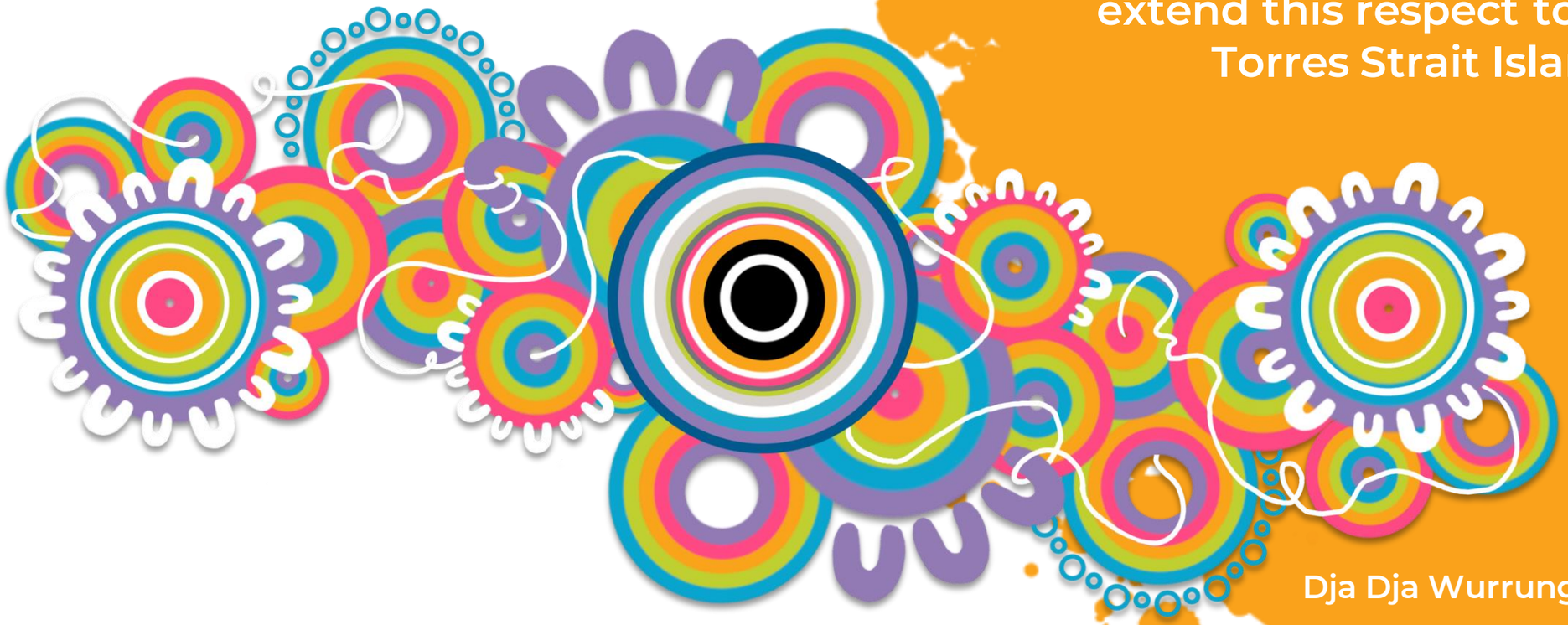
Jemena

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

Working online



Manage your mute



Links and instructions



Jody 0422548347



Gotta go? Tell us in chat



Collaboration



Virtual Patience



Virtual Presence

The activity status in Zoom may be activated - we support participation of all by monitoring activity in the breakouts -

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**.

YOUR WELLBEING ONLINE

Some tips and reminders for caring for yourself whilst participating in online workshops and community panels



Please take care and only do what is right for you and your body.

LOOK AFTER YOURSELF



DRINK WATER, STAY HYDRATED



"SELF-CARE IS A CONTINUOUS PRACTICE THAT INCLUDES RECOVERY, REFLECTING, RESTING AND RECHARGING."

- Melissa Kay Jones

ASK FOR HELP





ERGONOMICS

GET UP AND MOVE



TAKE A BREAK



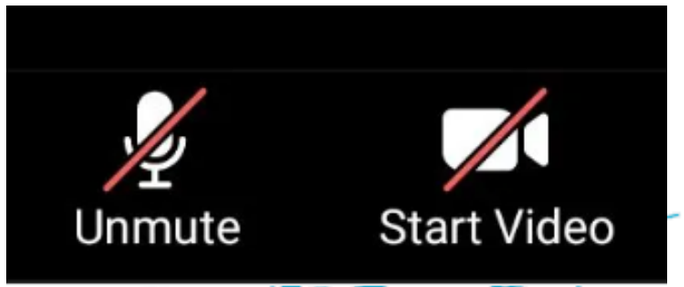
AGENDA

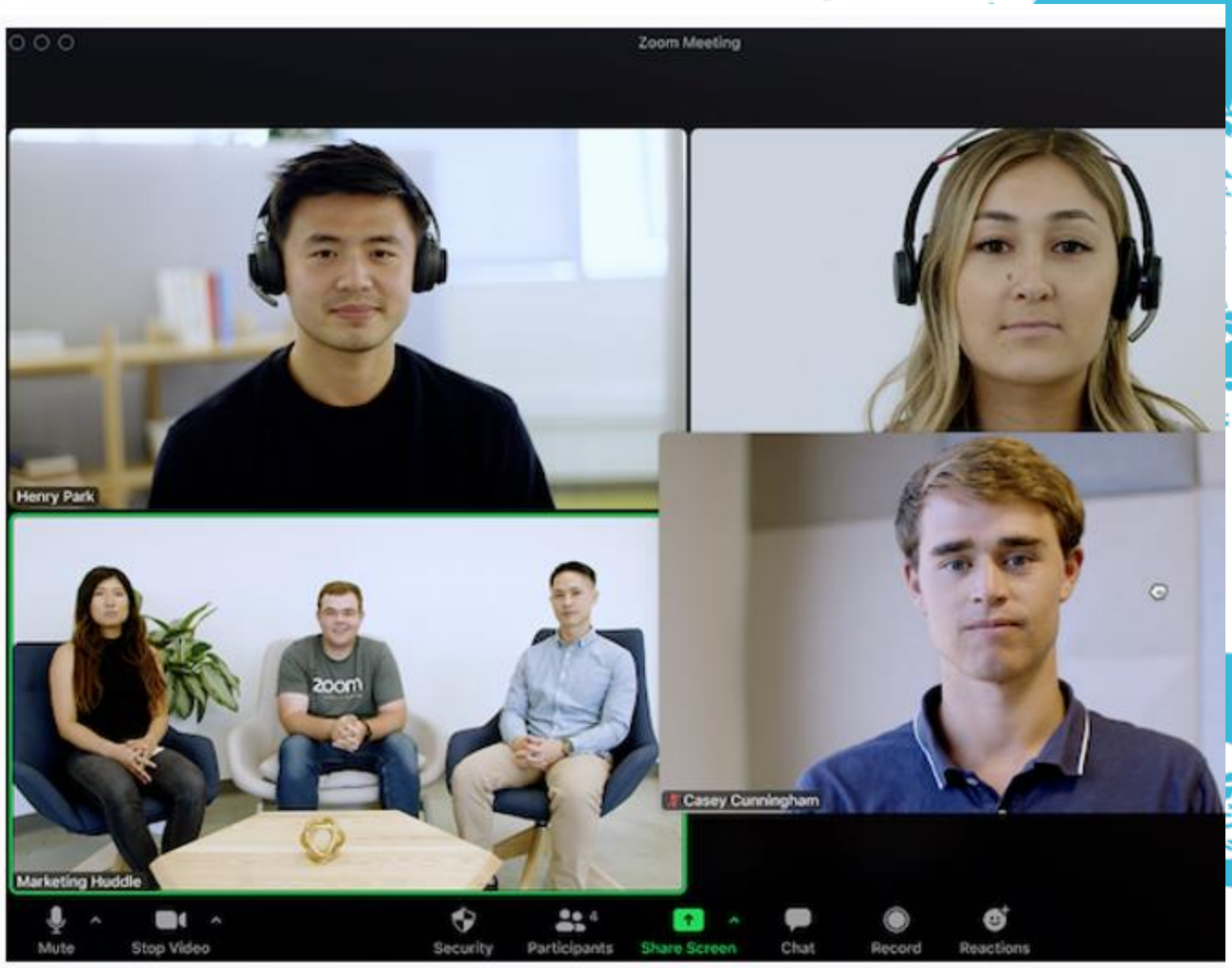
Time	Item
5:30PM	Welcome & Introductions
5:45PM	Let's Connect
6:05PM	Why are we here?
6:25PM	Getting to Know You
6:45PM	Break
7:05PM	Jemena Overview
7:35PM	Discussion - Insights and Expectations
8:20PM	What's Next?
8:25PM	Reflection
8:30PM	Close

Some Tech Stuff...

Mute and Video

Here you are muted and no video – practice clicking on the icon

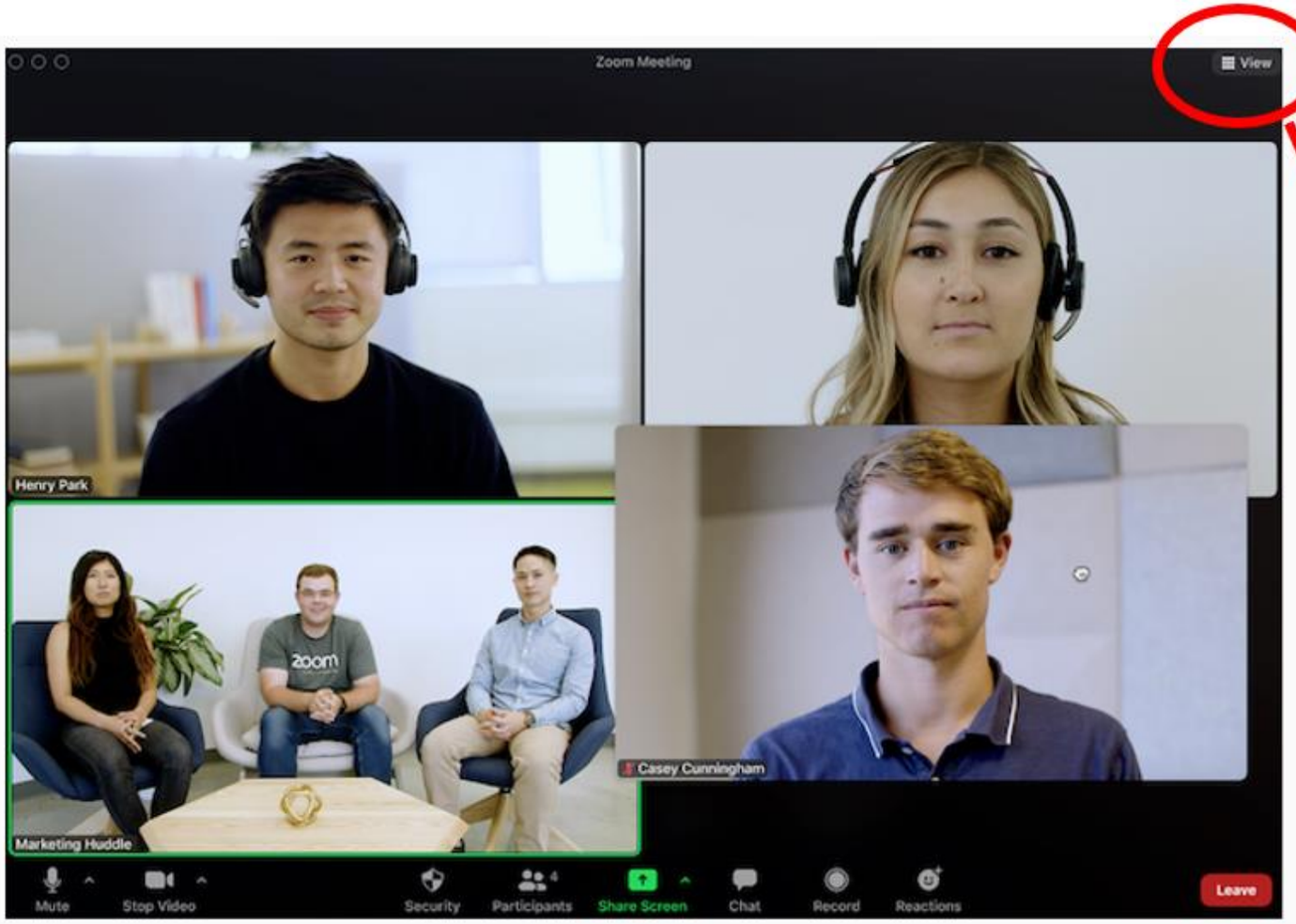


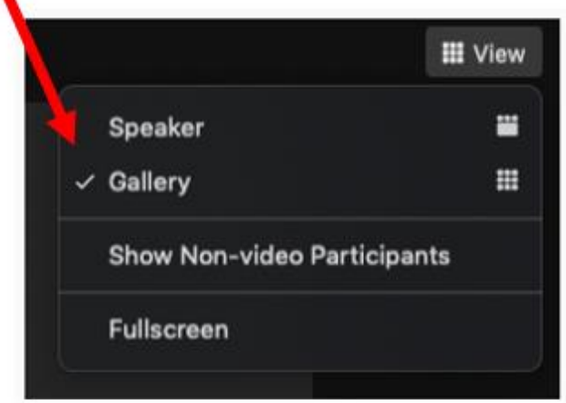


Gallery View



Click on view, top right of your screen



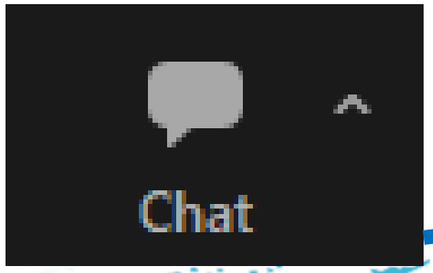


Tick Gallery view

How to find chat

You will need to access ‘chat’ in Zoom today

Look for this at the bottom of your Zoom window







Activity

Instructions:

If you haven’t already, please add your suburb to the Zoom Chat Box

Welcome

Craig Ypinazar He/Him
First Nations Customer Voice Group Champion
Executive General Manager
People, Safety and Resilience



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.

Customer Voice Groups

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



Our Reflect Reconciliation Action Plan







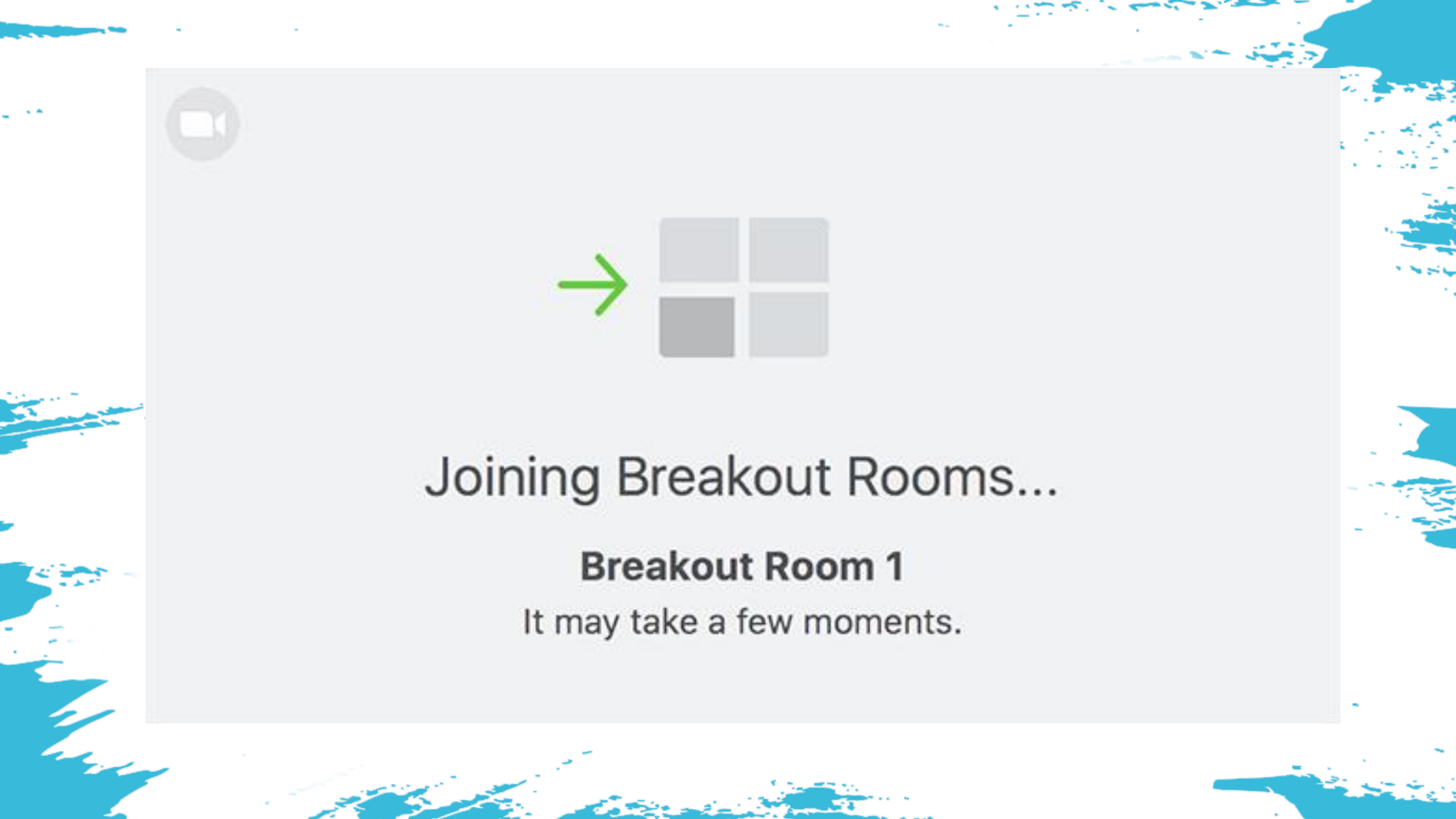
Let’s Connect
(in a Zoom Breakout Room)



“On the way into this online session today, I was thinking…..”

and

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


Joining Breakout Rooms...
Breakout Room 1
It may take a few moments.

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

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.

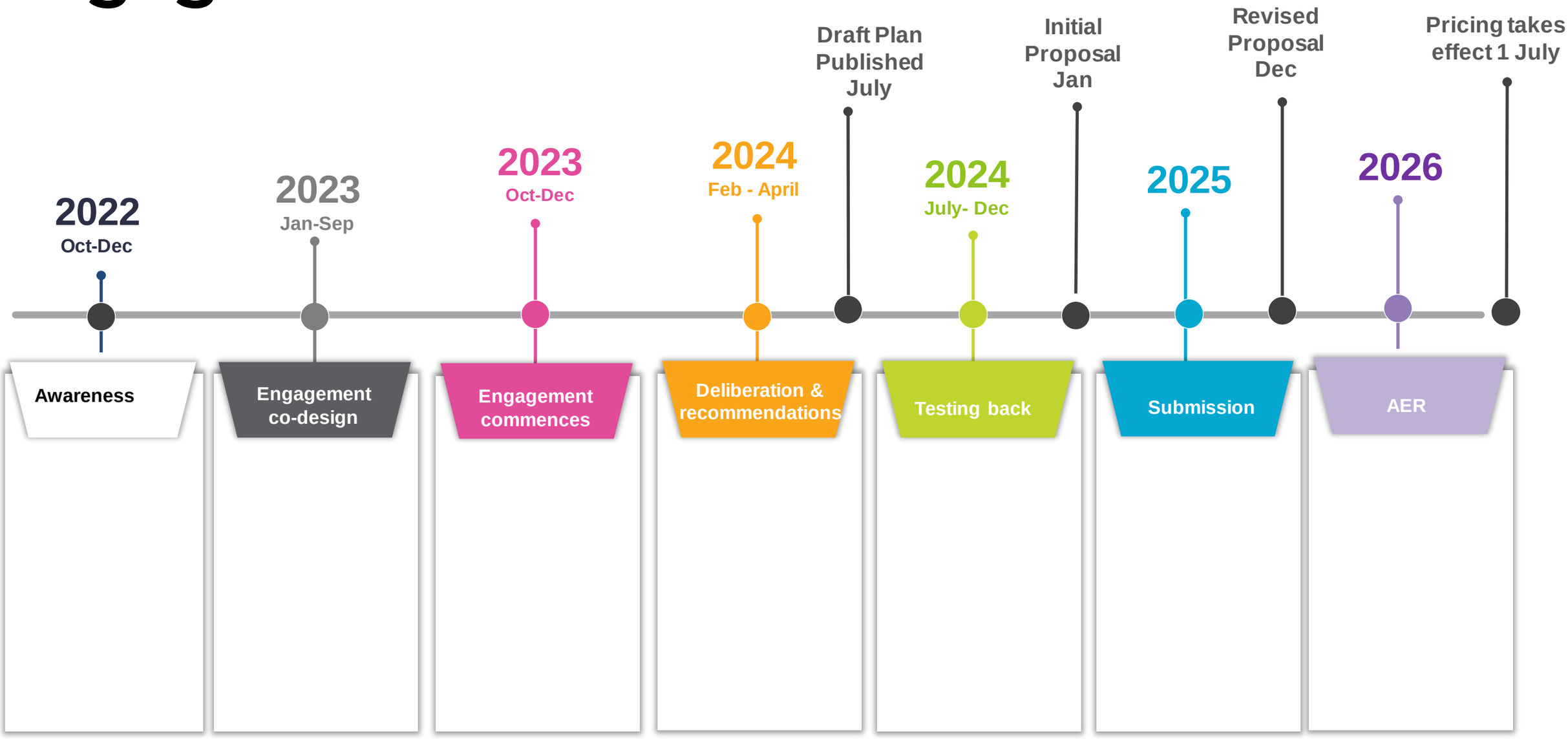
Every five years a proposal is submitted to the regulator that must outline the:

- 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 your lived experience

Our big question is:

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

Our Journey

4 Sessions – exploring lived experience as an electricity consumer



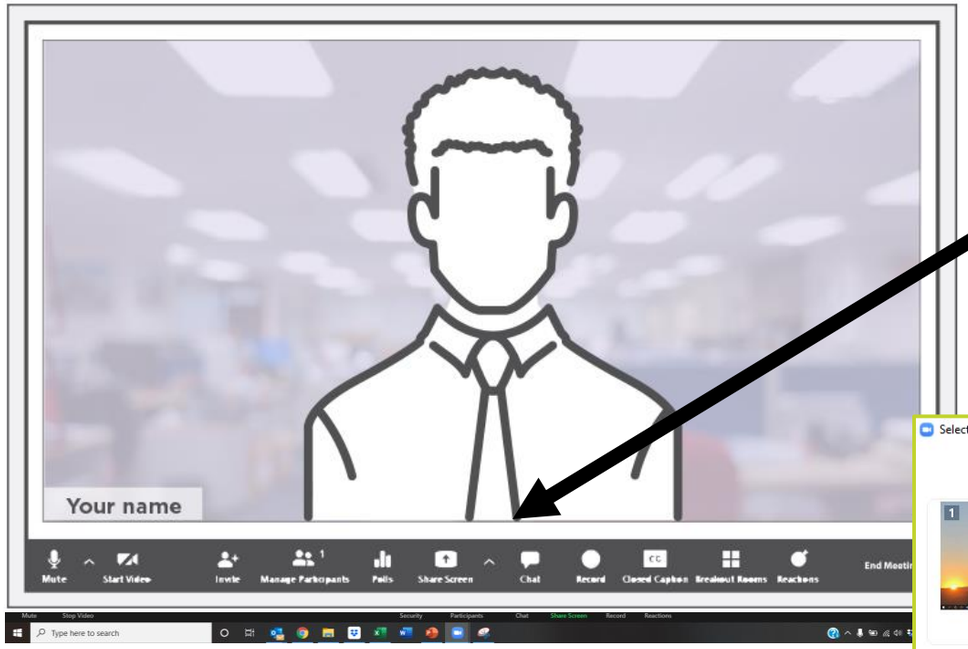
Today !

Tuesday 21 November 2023
Online (Zoom)

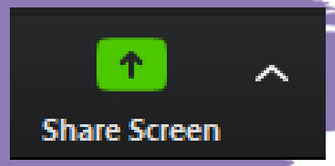
Tuesday 13 March 2024
Online (Zoom)

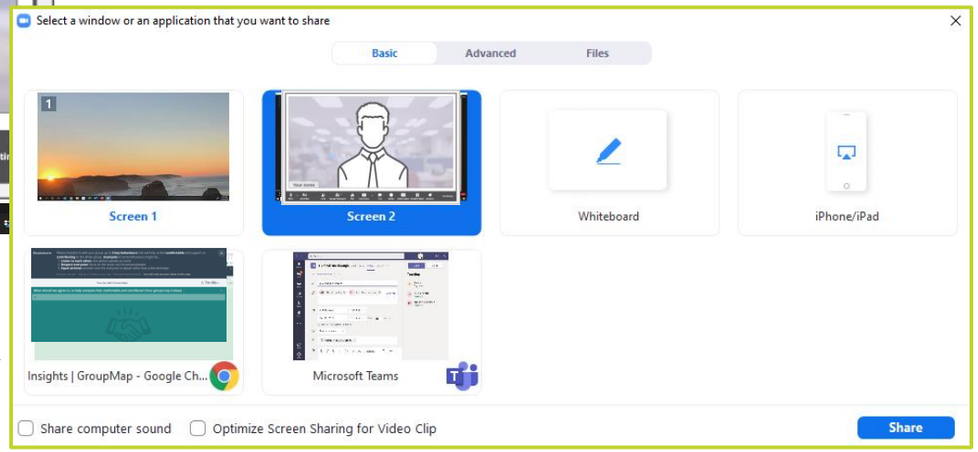
Thursday 14 March 2024
In person – TBC

How to share your screen



1. Hover your mouse at base of window Click ‘share screen’





2. Select the window you want to share (GroupMap) and click ‘share’

We will be using GroupMap today to collaborate

Browse to **join.groupmap.com**
and enter invite code

D89-EAC-CCD

https://join.groupmap.com/D89-EAC-CCD

Keep link open – we use often

GroupMap

JEMENA 2026 - 2031 Distribution Price Reset

CREATED BY GROUPMAP MOSAIC LAB

EMAIL ADDRESS*

user@company.com

By proceeding you agree to the GroupMap Privacy Policy

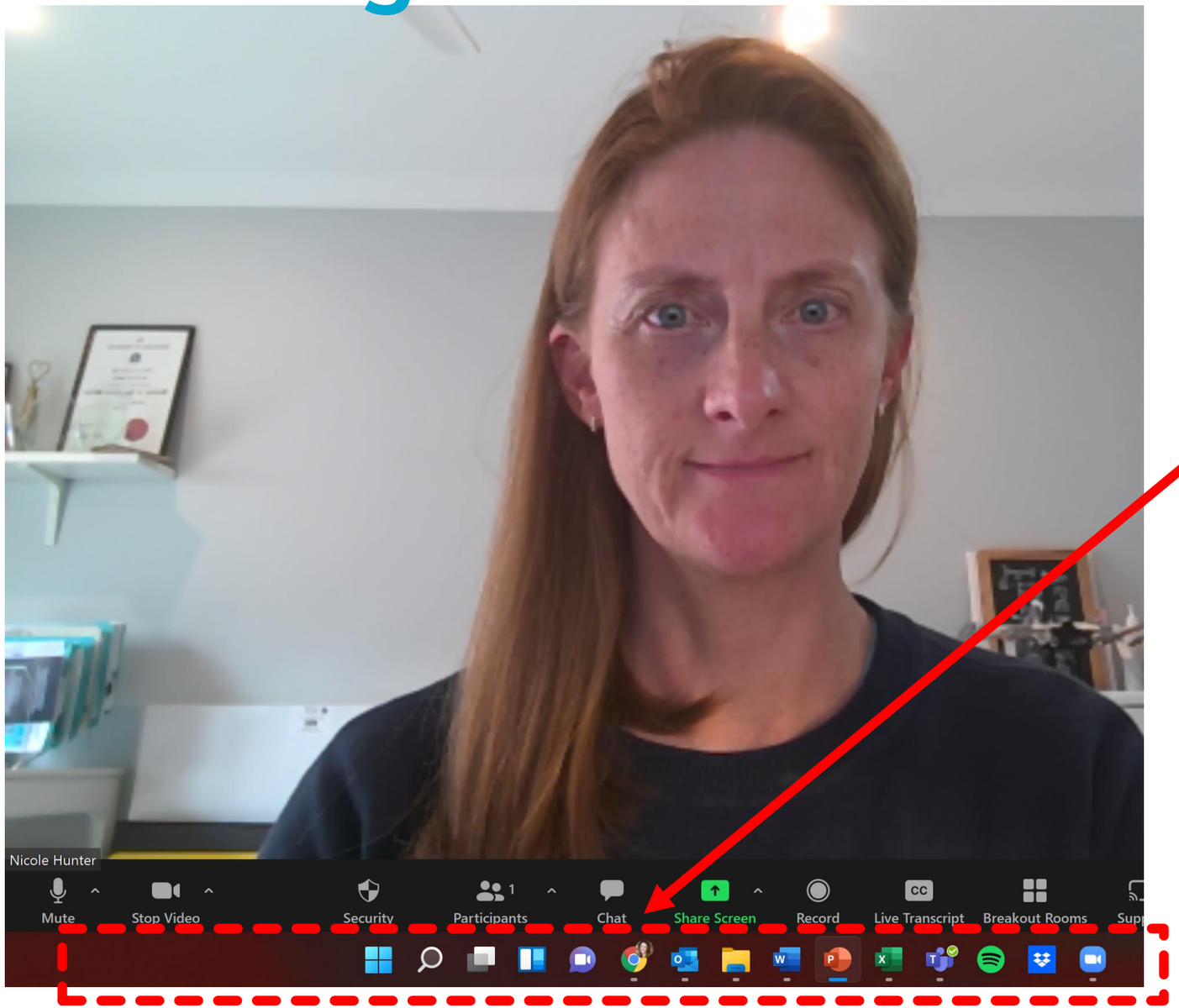
We'll send you a link so you can return later. We value your privacy and won't spam you. Learn more

or

GOOGLE FACEBOOK LINKEDIN

← NEXT →

Switching from Zoom to GroupMap (PC)

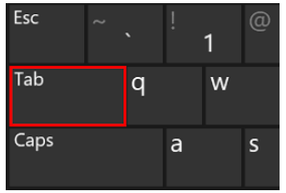


Use the dock at the bottom of your screen and choose your browser.

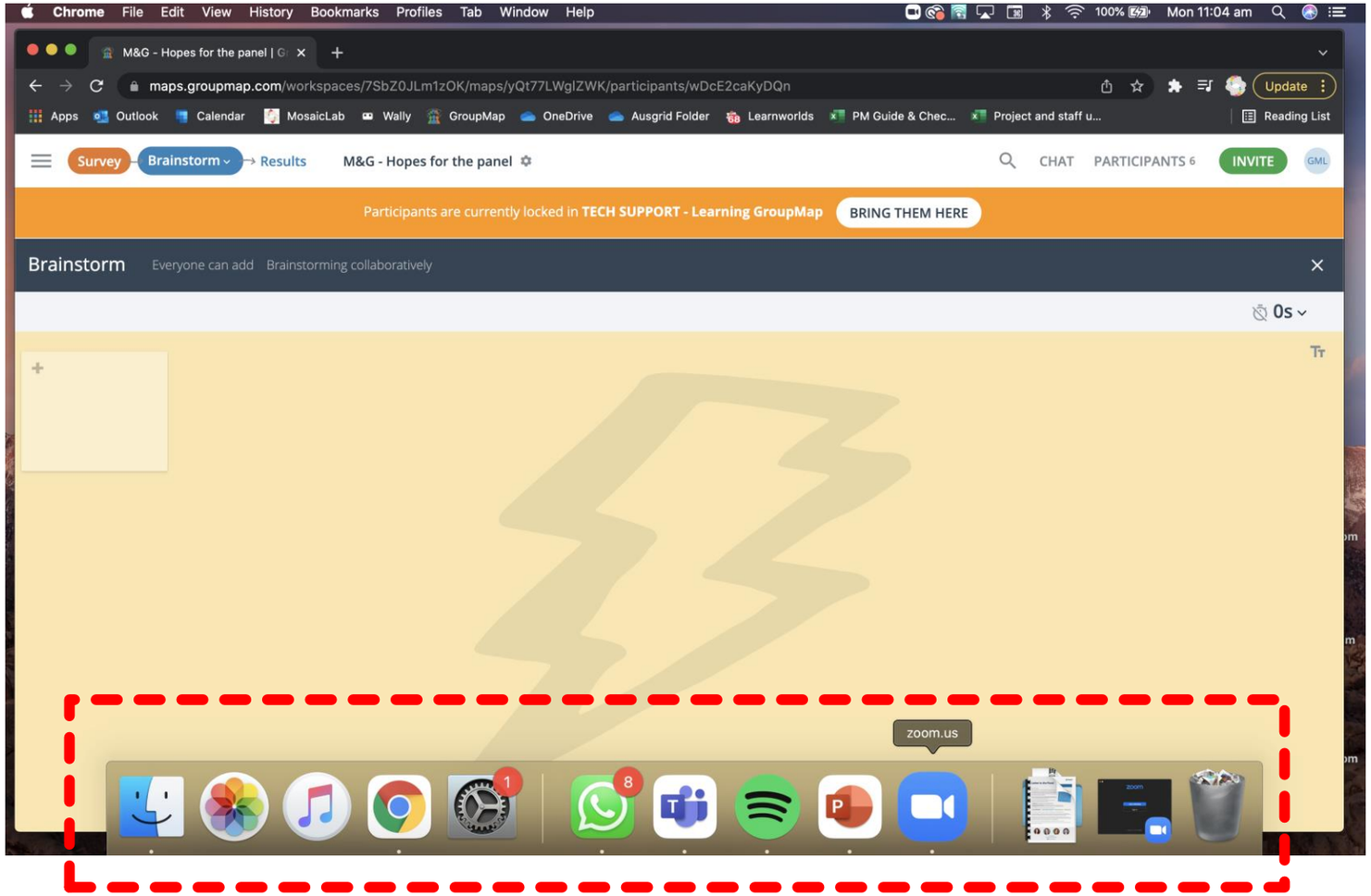
Or press windows OR ALT + tab keys together to show all open windows, then select the one you want.



+



Switching between GroupMap and Zoom (Mac)



Use the dock at the bottom of your screen.

Or press **F3 button** to show all open windows, then select the one you want.

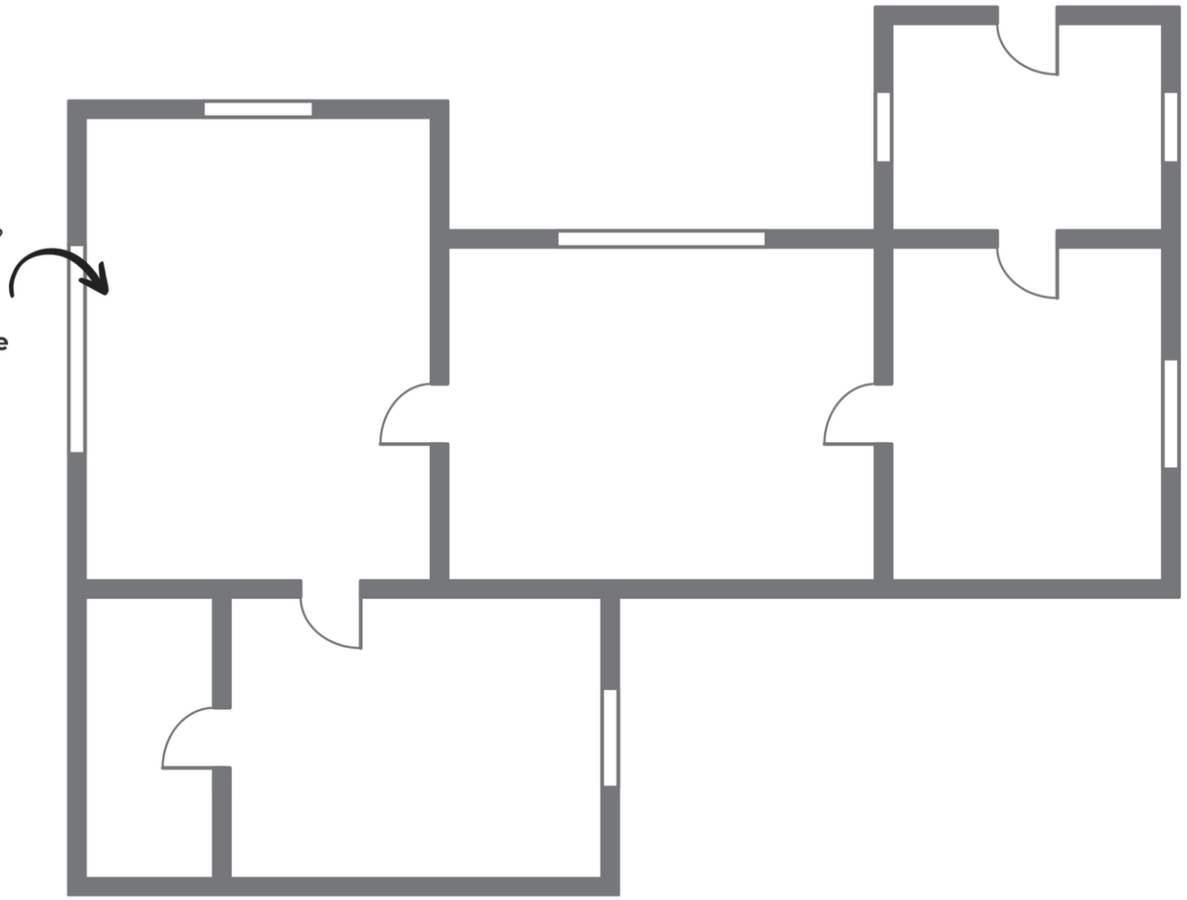


WHAT RUNS ON ELECTRICITY AT YOUR PLACE?

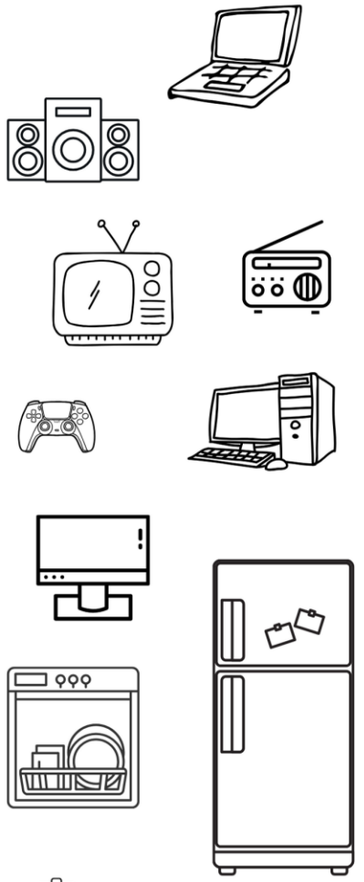
THINKING ABOUT YOUR HOUSEHOLD

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

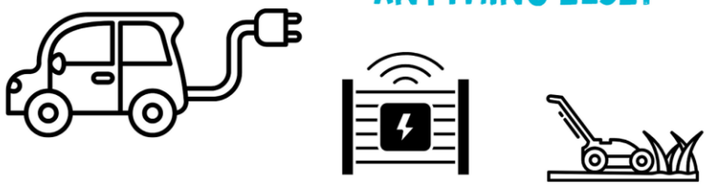
Label the rooms in your 'house' , then map where you use energy.







ANYTHING ELSE?



mosaic LAB

Activity

In GroupMap

Add your name to the box that best describes your response to:

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

Add your name! → Results JEMENA AWARENESS

CHAT PARTICIPANTS 2 INVITE GML

Add your name!

Add your name to the box that best represents your response to: "What do you know about Jemena as an electricity distributor?"

Everyone can add · Add up to 1 ideas to your map · Brainstorming collaboratively

You can add 1 more idea

A LOT

I frequently speak to Jemena Customer Support staff and have explored their website extensively

A BIT

I have been in contact with Jemena once or twice before

NOT MUCH

I know what they do but I haven't really spoken to them before

NOTHING

I've had nothing to do with Jemena before this invitation to join the Customer Voice Group



Take a break & stretch

Back at

7:05 pm

Jemena’s electricity network

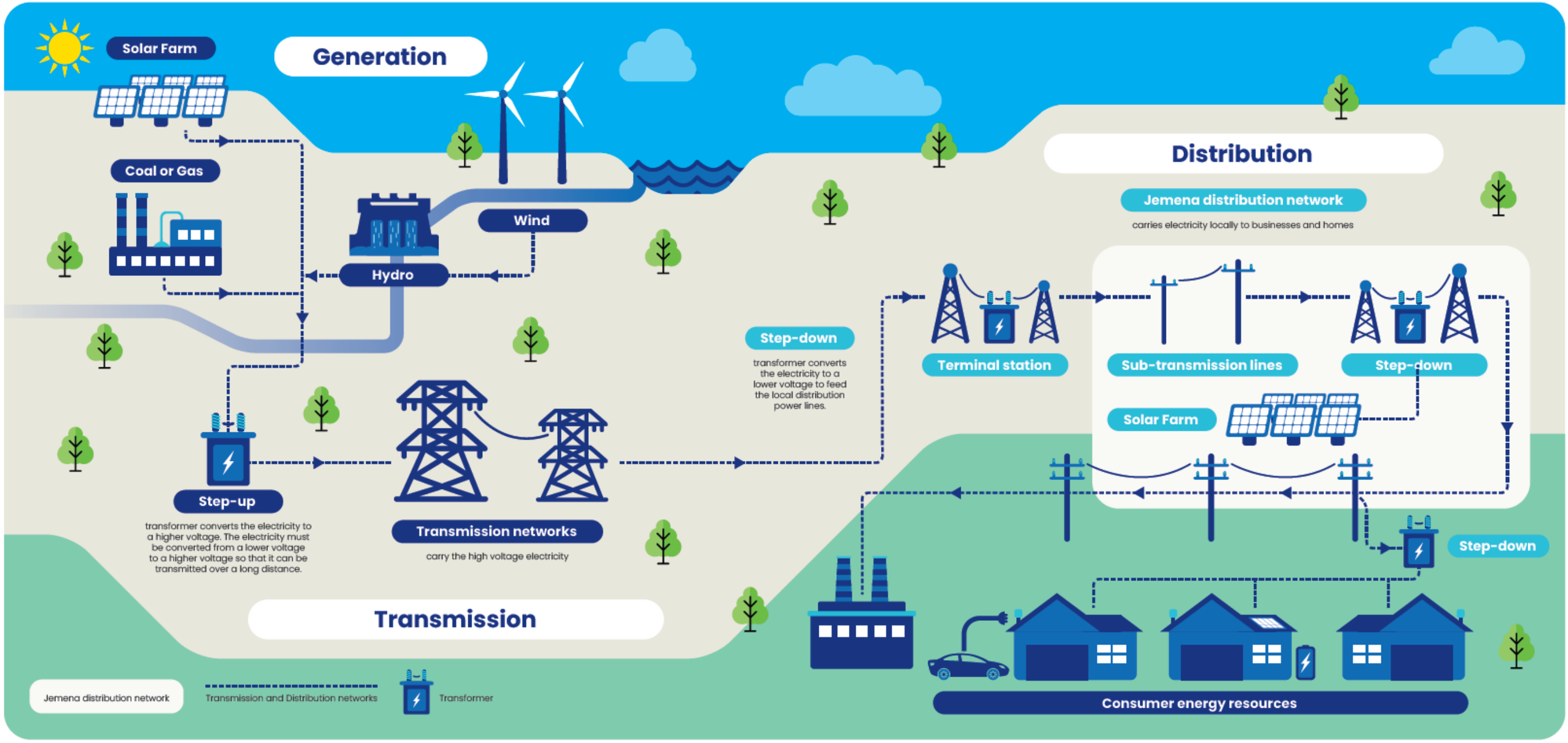
Matthew Serpell
Program Director



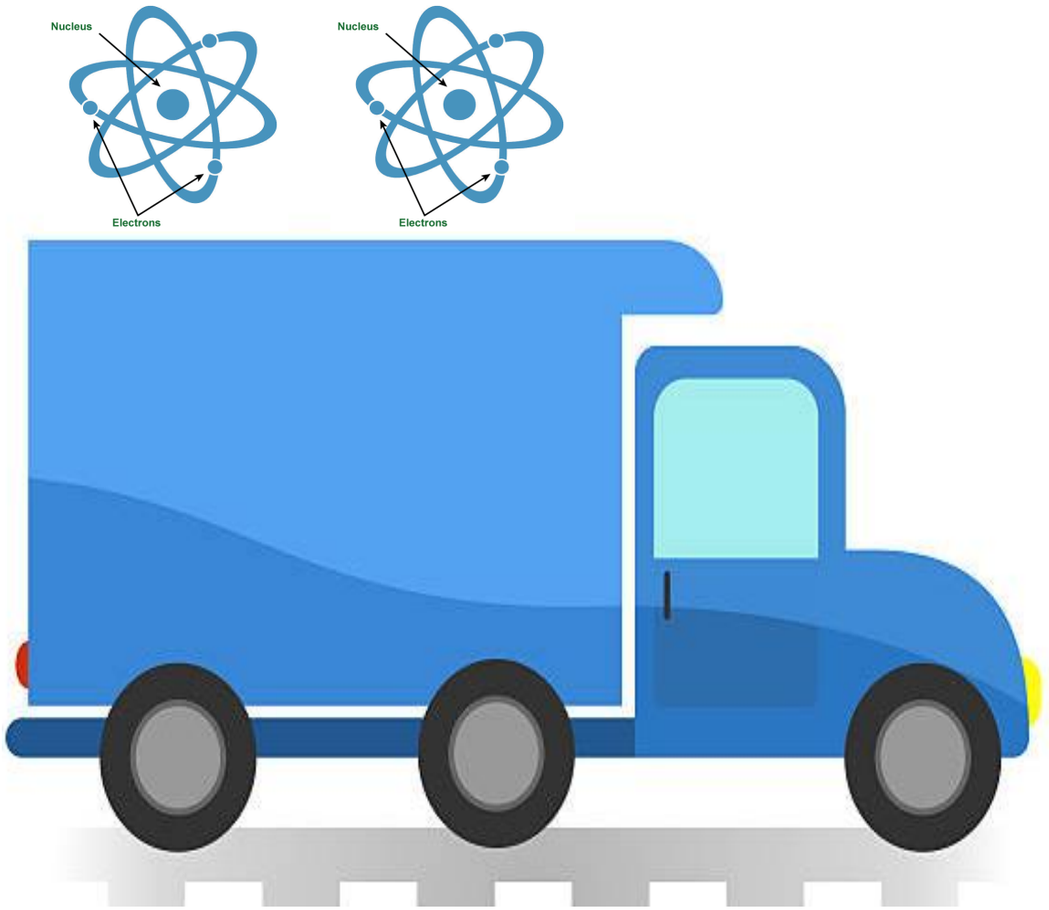
Our challenge

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

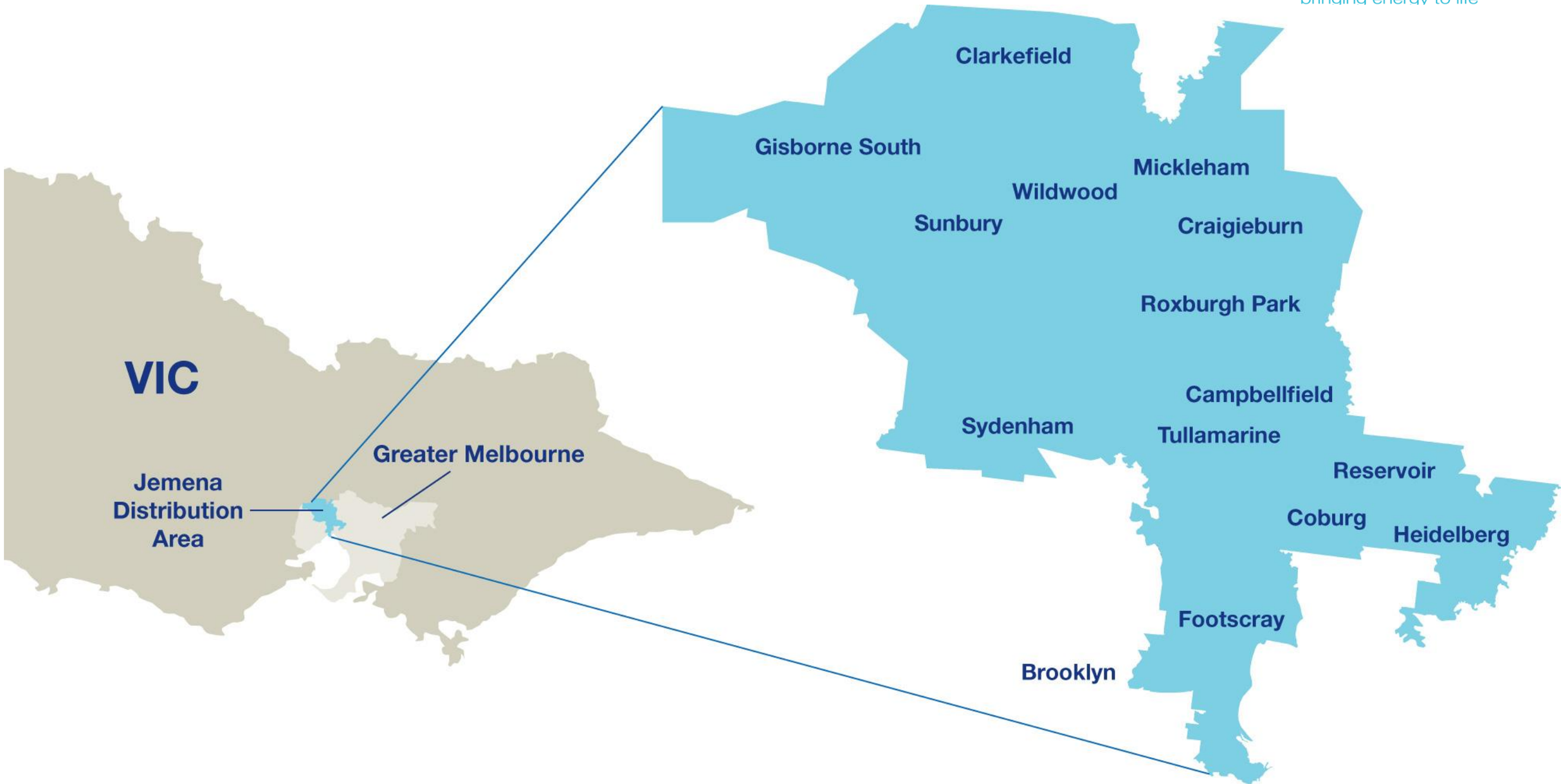
Jemena’s electricity network



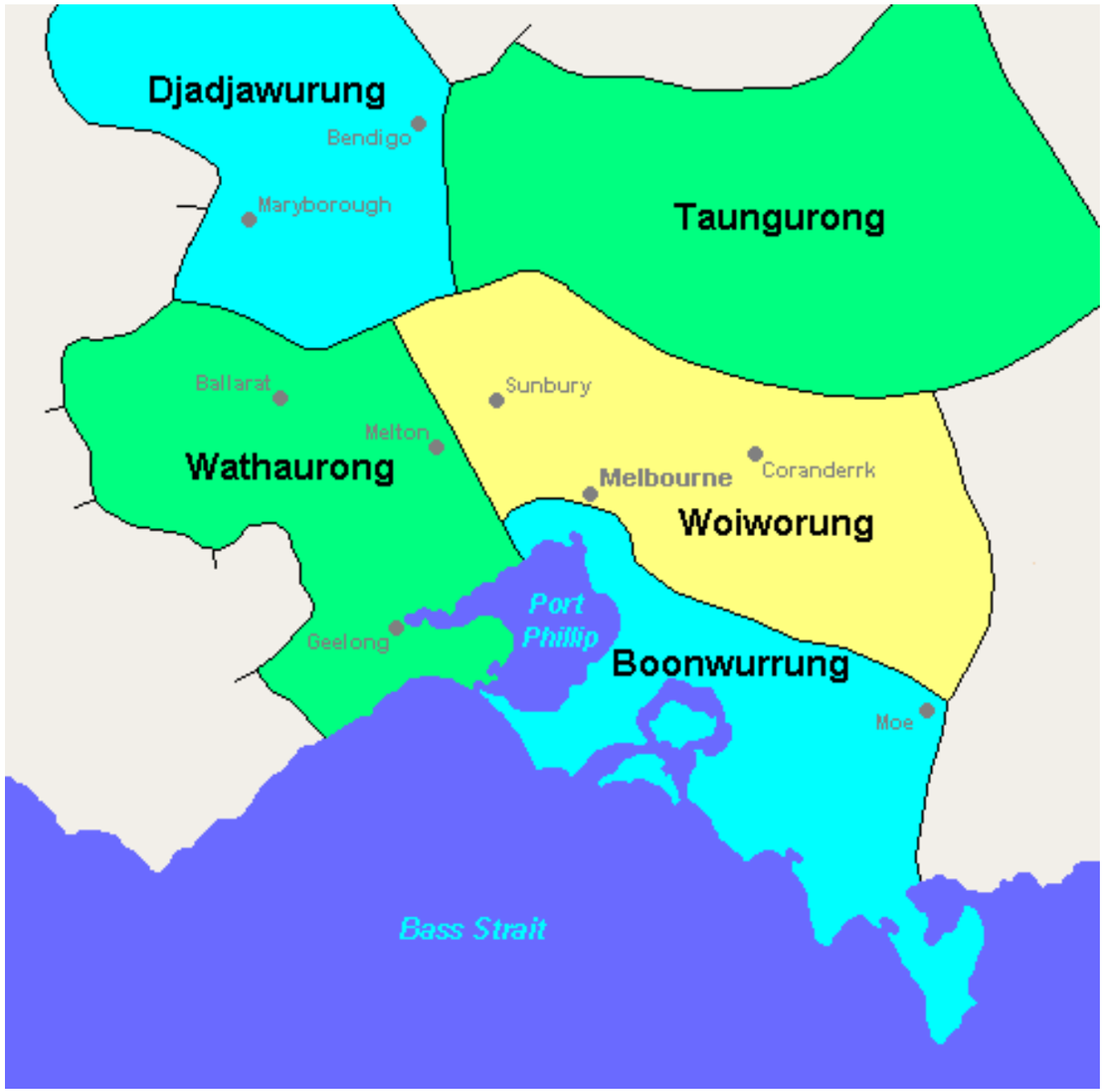




Jemena's electricity network



Traditional Owners



Wurundjeri Woi-wurrung
Cultural Heritage Aboriginal Corporation

Bunurong Land Council
Aboriginal Corporation

What we do



Electricity supply



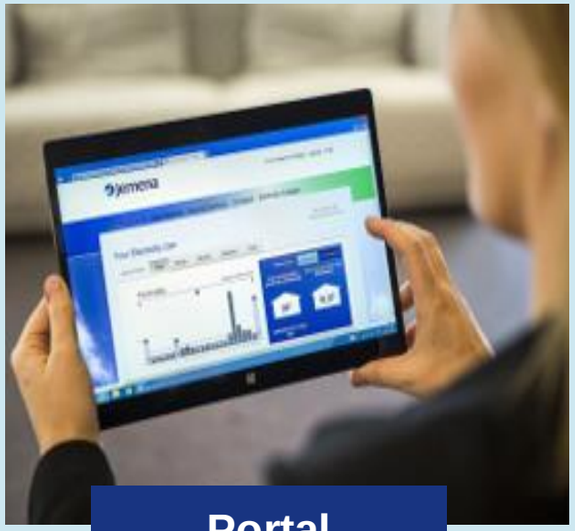
Emergencies



Life support



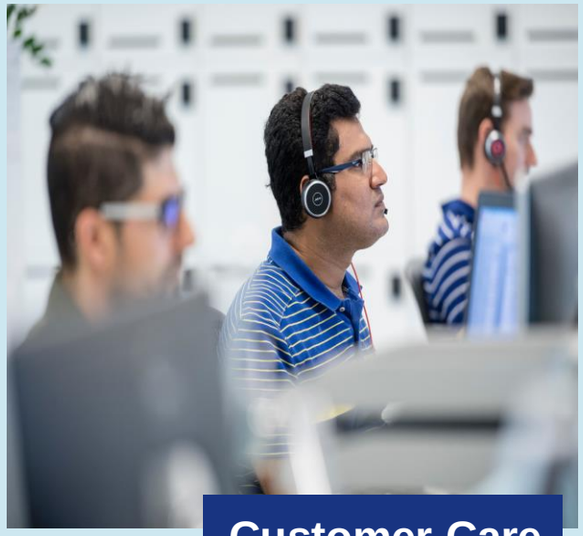
Streetlights



Portal



Underground



Customer Care



Connections

Our customers

Jemena
bringing energy to life













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

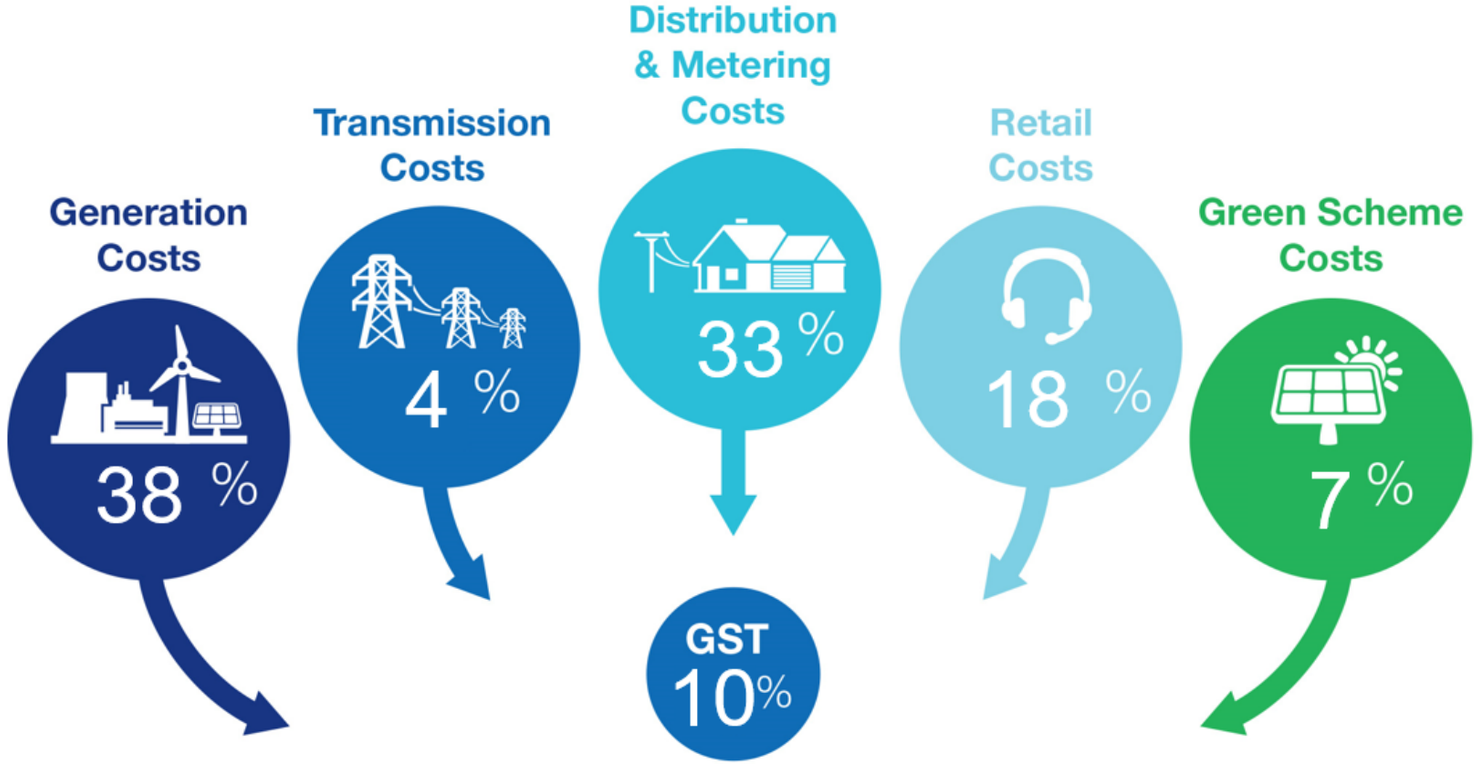
5.9 billion
Remote meter reads every year

10,000+
New customers connected each year

77,000+
Public lights

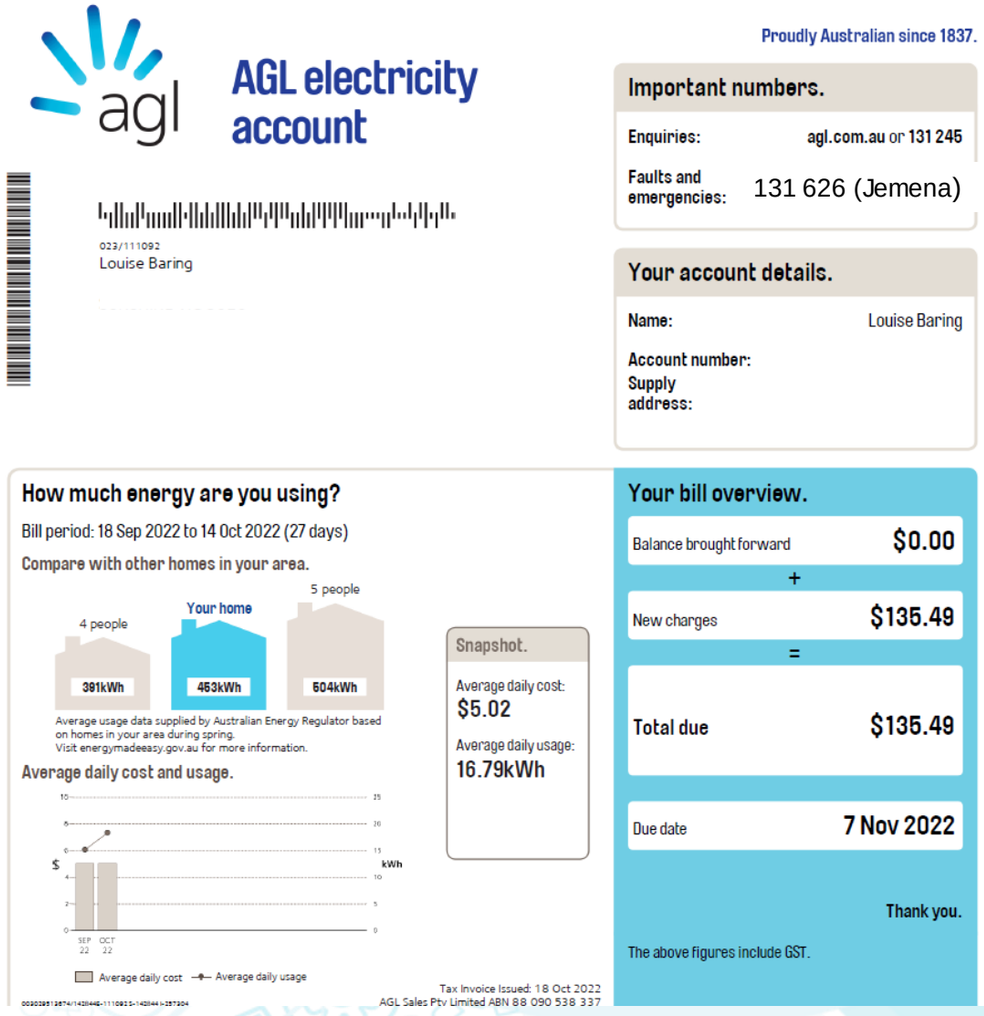
How your bill is calculated

Jemena
bringing energy to life



$1,876

Typical annual electricity bill



Price reset process



How we are regulated

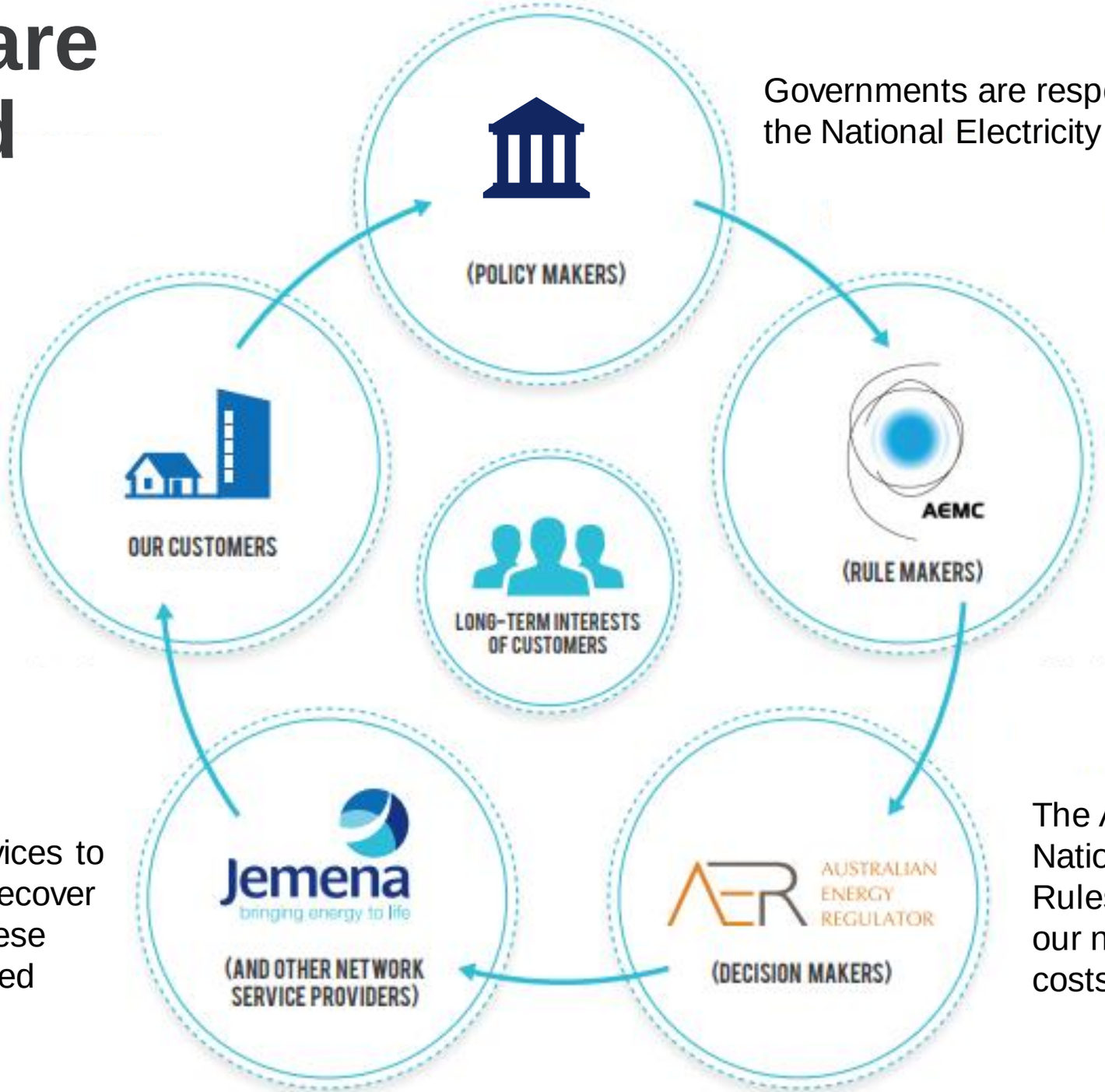
Governments are responsible for the National Electricity Law

The AEMC determines and administers the National Electricity Rules

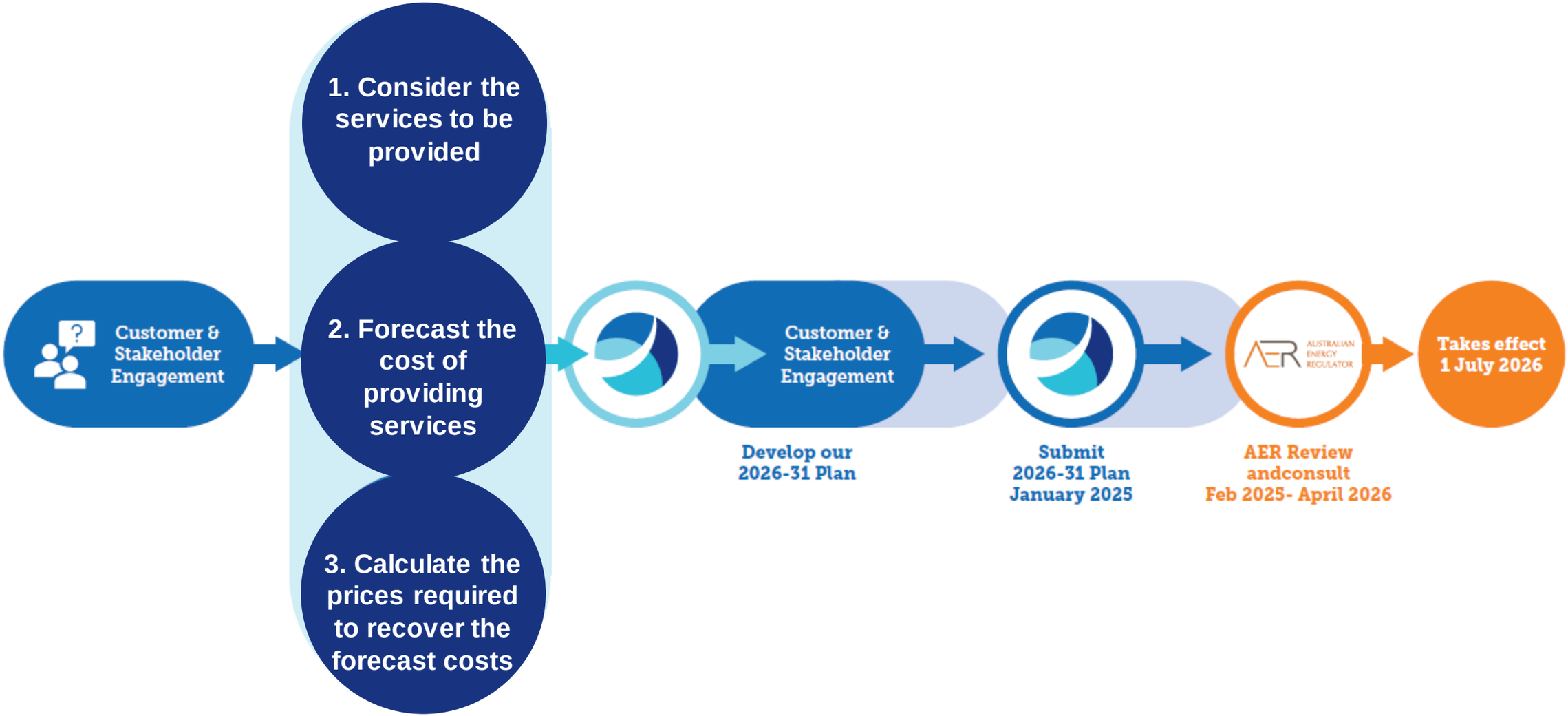
The AER enforces the National Electricity Rules by regulating our network services, costs and prices

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.



Questions



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

Activity

In GroupMap:

Complete the short questionnaire about your household

Q1 How many people are there in your household?

Your answer...

Q2 When is your electricity use the highest ? (Time of day / day of week / week of month / month of year)

Your answer...

Q3 When is your electricity use lowest? (Time of day /day of week / week of month / month of year)

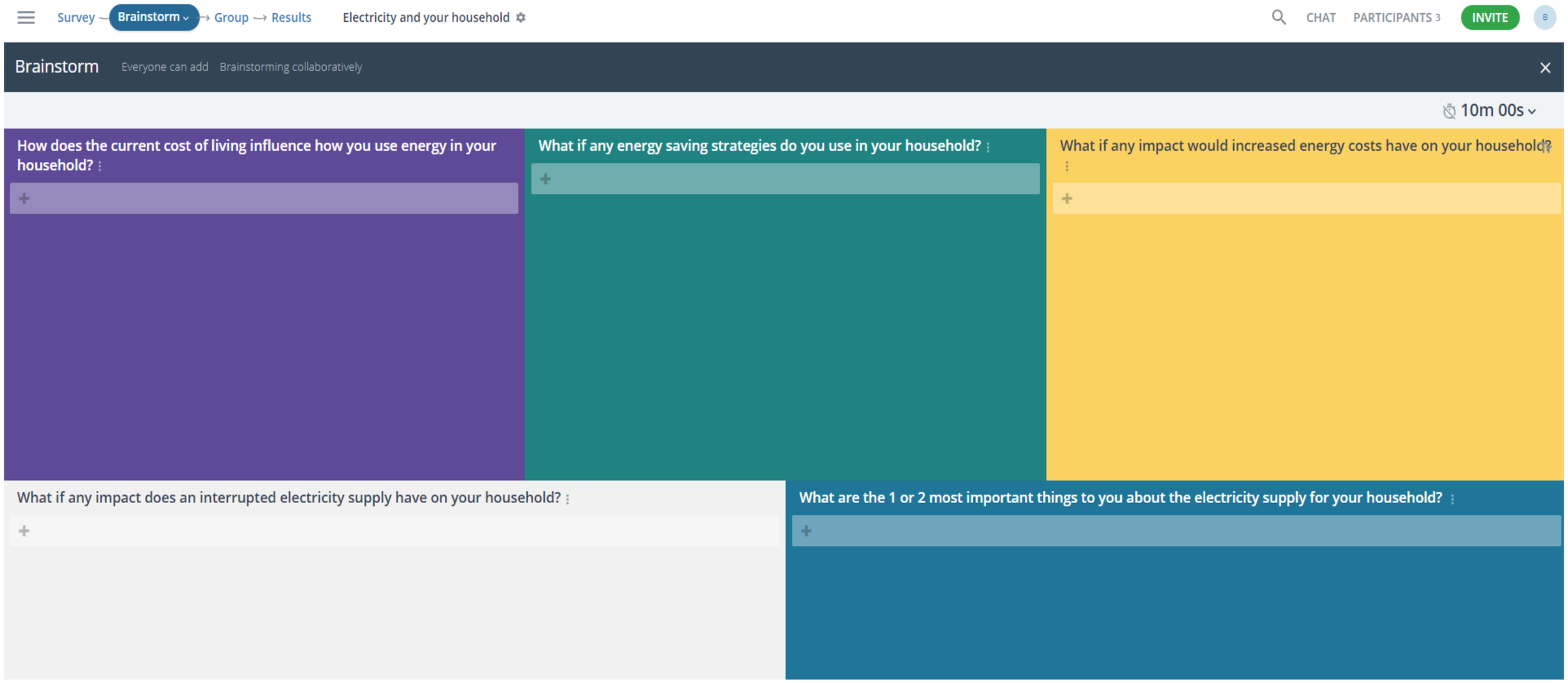
Your answer...

Activity

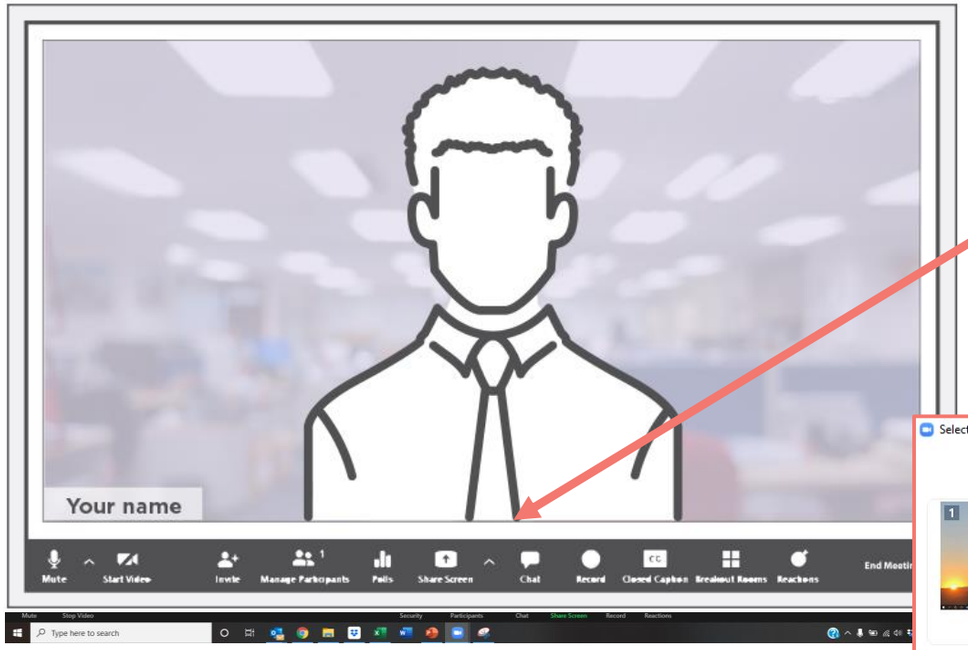
Via Zoom Breakout rooms & In GroupMap (1 person in group to scribe)

- How does the current cost of living influence how you use energy in your household?
- What if any energy saving strategies do you use in your household?
- What if any impact would increased energy costs have on your household?
- What if any impact does an interrupted electricity supply have on your household?
- **What are the 1 or 2 most important things to you about the electricity supply for your household?**

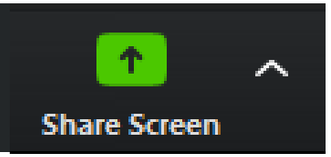
Activity

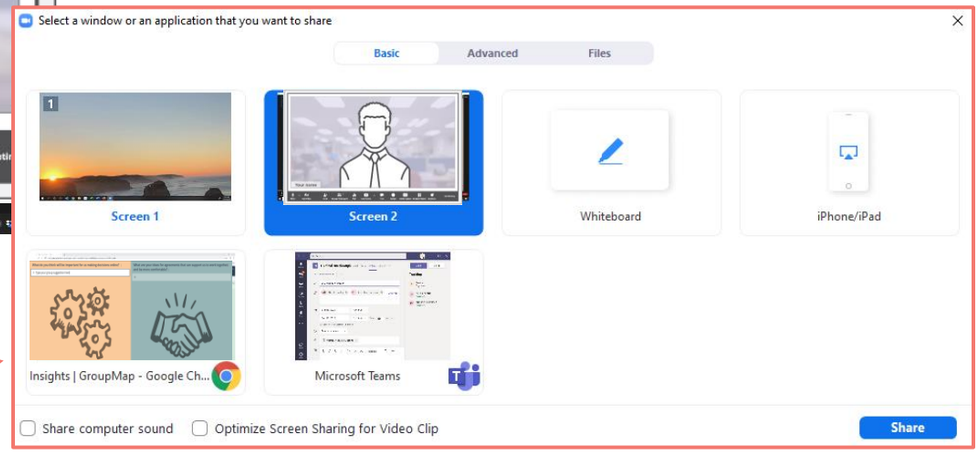

Survey
Brainstorm
Group
Results
Electricity and your household
CHAT
PARTICIPANTS 3
INVITE
Brainstorm
Everyone can add
Brainstorming collaboratively
10m 00s
How does the current cost of living influence how you use energy in your household?
What if any energy saving strategies do you use in your household?
What if any impact would increased energy costs have on your household?
What if any impact does an interrupted electricity supply have on your household?
What are the 1 or 2 most important things to you about the electricity supply for your household?

How to share your screen



1. Hover your mouse at base of window
Click 'share screen'





2. Select the window you want to share (GroupMap) and click 'share'

See you online (zoom):

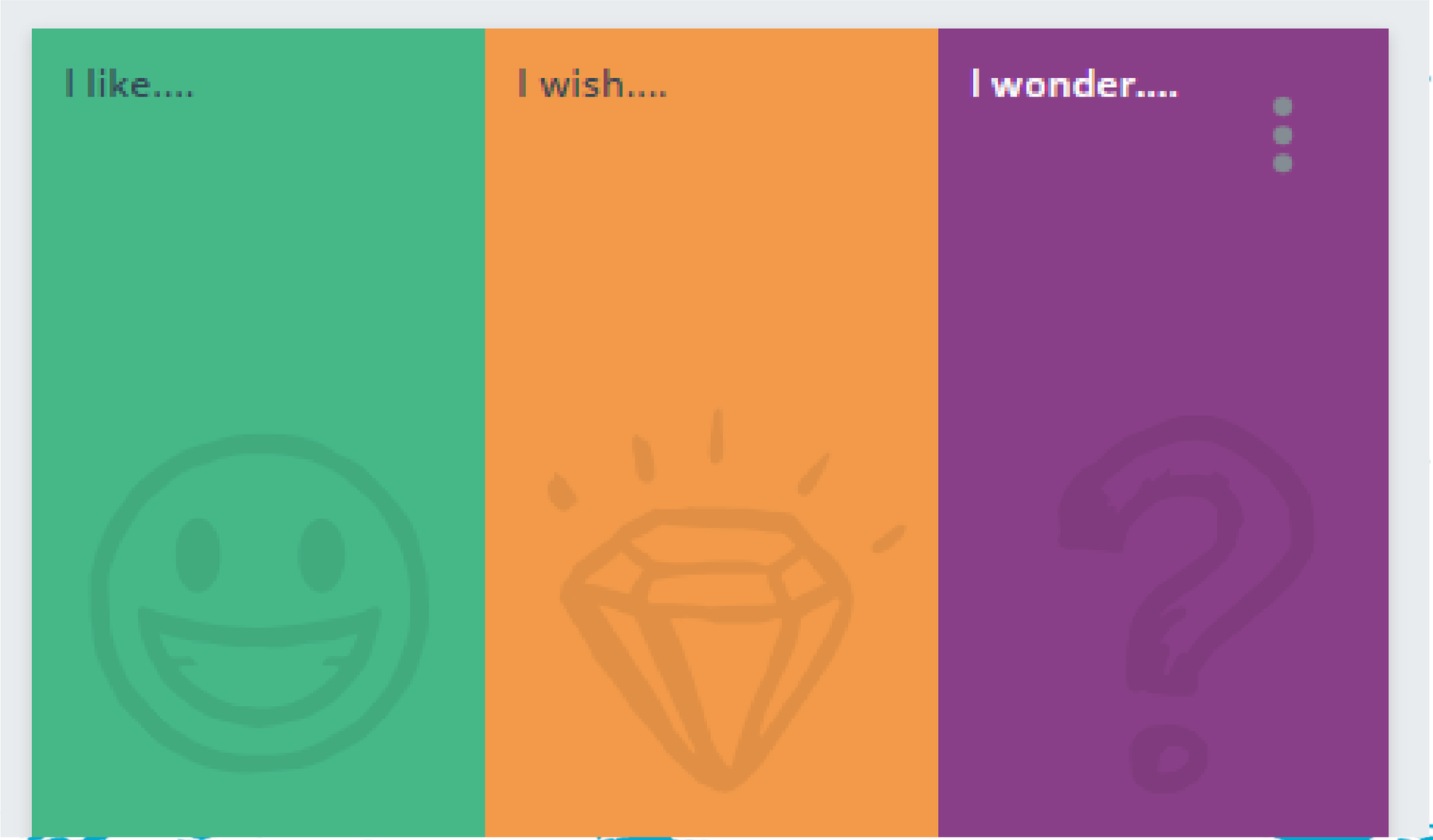
Tuesday 21 November 2023

5.15PM for a 5.30pm start

Finish at 8.30pm

How did we go?

Group Map…



to hear,
listen
and think



Jemena