



Jemena Electricity Networks People's Panel Preliminary Recommendations: What we could do





Acknowledgement of Country

Jemena acknowledges the Traditional Owners of the land on which we operate and recognises their continuing connection to land, waters and culture. We pay our respects to their Elders past and present.

Artwork is by Chern'ee Sutton a contemporary Indigenous artist from the Kalkadoon people from the Mount Isa area in Queensland.

1. Glossary

Advanced Metering Infrastructure (AMI) – is the metering and communications infrastructure we use to read meters remotely and obtain data for analysis. We use this data to help run the electricity network more efficiently and resolve problems more quickly.

Dynamic Voltage Management – is an advanced operating technology that automatically optimises voltages on the electricity network depending on conditions throughout the day.

Emergency Backstop mechanism – is a mechanism that enables remotely turning down or switching off rooftop solar systems during an energy supply emergency to avoid blackouts.

Flexible services – are a range of services (for example, load switching at critical times) that we can procure from customers and their representatives as a means to avoid expensive grid upgrades. This allows us to run the network more efficiently.

Grid Stability market enablement – is a suite of digital systems that allow us to procure and trade flexible services.

Light Detection and Ranging (LiDAR) – is a mapping and information tool that overlays different flood and wind zones to manage the network better and more quickly.

Network Analytics Program – is a suite of sophisticated machine learning and artificial intelligence systems that allows us to analyse network data in new ways to identify opportunities to deliver better service and run the electricity network more efficiently.

Dynamic Network Configuration – performs hourly dynamic status changes of sectionalizing and tie switches to reduce network line losses, minimize loss of load, or increase hosting capacity for distributed energy resources.

Network Reliability - is the probability of a system, device or equipment performing its function adequately for the period of time intended, under the operating conditions encountered.

Network Resilience - is the ability of the electricity network to withstand and recover from the effects of a natural hazard or disaster such as floods, storms and bushfires.

Performance standards – is the performance threshold(s), requirement(s), or expectation(s) that must be met at a particular level of performance.

Regulatory Proposal – is a formal submission to the Australian Energy Regulator outlining our plans and expected prices for the 2026-31 period.

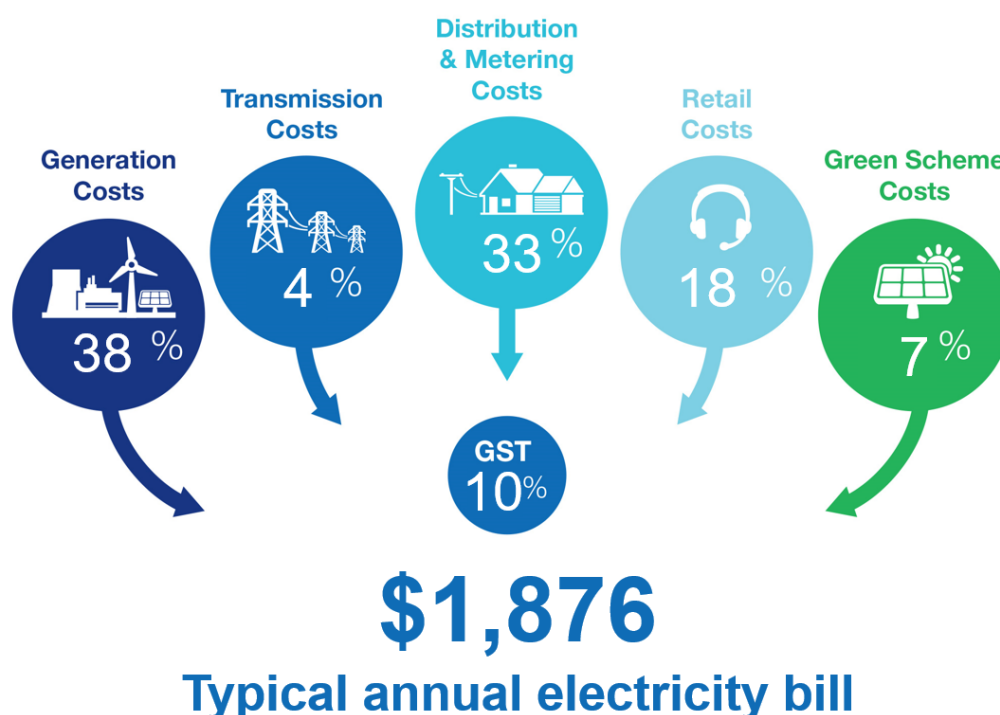
Strategic Network Analytics Platform – A platform for building and delivering network analytics applications to meet regulatory, compliance and operational requirements.

Virtual Power Plants – is the aggregation of distributed small generation and storage equipment to work together to be the same as a large generation facility effectively.

2. Regulatory Proposal for 2026-31

Your bill

Your **total electricity bill includes charges from Jemena that make up 33%** of your total annual bill. For the average residential customer annual bill this is approximately \$619 per year on electricity distribution (Jemena) costs.



Bill impacts

The bill impacts outlined in this document are **approximate** and are based on our early thinking on a proposed approach for each recommendation.

They include costs or savings **per residential customer per annum (for each year of the 2026-31 regulatory period)**. Where possible, costings associated with some proposed recommendations will be absorbed by Jemena in our existing expenditure profile without passing on any increase to customers.

Potential overall cost savings to customers

Even though we have identified some initiatives come with an implementation cost, we anticipate that in the 2026-31 regulatory period, the overall distribution prices to be **below existing prices contained in the current price reset (2021-26 regulatory period)**.

The total amount of savings reduction for residential customers is yet to be determined and is impacted by factors outside of our control (such as wholesale and retail costs) however we do expect customers to see a decrease in the distribution portion of their bill.

Recommendation	Expenditure increase (approx.)	Approximate bill impact per year (2026-2031)
Recommendation A & I: Equitable & tiered tariff reform	\$0.00	SAME \$0.00
Recommendation B: Corporate responsibility - addressing sustainability/carbon footprint	\$0.00	SAME \$0.00
Recommendation C: Network reliability & resilience	\$54 million	+ MORE \$1.88
Recommendation D: Digitisation & automation of the grid to increase economic efficiency	\$89 million	+ MORE \$9.46
Recommendation E: Allow Storage by Distributors	\$0.00	SAME \$0.00
Recommendation F: Customer education	\$4.53 million	+ MORE \$0.89
Recommendation G: Jemena to maximise green energy within their focus	\$2.38 million	+ MORE \$0.43
Recommendation H: Collaboration to ensure efficiency	\$0.00	SAME \$0.00
Recommendation J: Creation of Battery Incentives for customers	\$0.00	SAME \$0.00
Recommendation K: Long term sustainable operation of the grid network / infrastructure	\$8 million	+ MORE \$0.15
Recommendation L: Jemena incentivises/promotes off-peak EV usage	\$2.38 million	+ MORE \$0.57
Recommendation M: Implement and explain tariff structures	\$0.00	SAME \$0.00
Recommendation N: Jemena advocate and plan for solar panels with energy storage solutions (eg batteries.) in all greenfield building developments	\$0.00	SAME \$0.00
Recommendation O: Efficient and accessible communication from Jemena to customers	\$2.5 million	+ MORE \$0.62
Recommendation P: Ongoing service excellence to Jemena customers	\$0.00	SAME \$0.00
	Total \$162.79 million	+ \$14.00
Total estimated net increase in electricity distribution charges from these recommendations (2026-31)		\$0.00

These bill impacts are high-level estimates only and are subject to further refinement. They are equivalent to 0.7% of an average residential retail bill. At present, we expect overall distribution prices to remain approximately the same.

In addition, we expect these recommendations will help enable new innovations from other parts of the supply chain, further decreasing residential customer bills.

The Australian Energy Regulator will carefully review all aspects of our proposal when making its final decision.

Customer priority	The People’s Panel said...	Jemena’s understanding	What Jemena could do	Bill Impact
Tariffs				
Recommendation A: Equitable Tariff Reform <i>Suggest to merge with recommendation I</i>	- Continue to have equitable network tariffs for solar vs non solar customers - Do not implement mandatory export tariff and limit export tariff to opt-in or exceptional circumstances - Create tariffs that incentivise consumption habits that benefit the distributor and customer Merger suggestion with I Equitable tariff as the general mission statement with Recommendation I offering structure and detail	The People’s Panel want equitable and fair pricing (tariffs) for all customers, including customers with and without rooftop solar.	We could implement the People’s Panel recommendations on equitable and tiered tariffs and include them in our Regulatory Proposal. We propose to use our existing expenditure (passing on no additional costs to customers) to implement equitable and fair tariffs, including tariffs for customers with and without rooftop solar. We propose to use enable equitable and tiered tariff reform by: - Implementing a <i>mandatory</i>* cost-reflective solar soak tariff, enabling customers connected to the network to benefit from rooftop solar generation, even if they don’t own solar panels themselves - Implementing an <i>optional</i> (not mandatory) export tariff to encourage self-consumption of rooftop solar generation and promote battery uptake - Plan and work towards shifting customers off single-rate tariffs to the new solar soak tariff.* If we are unable to transition all customers to cost-reflective tariffs at once, we will: - Set the solar soak tariff as the default for <i>new</i> customers - Work with retailers and peer Victorian electricity distribution businesses to educate all Victorian customers on the benefits of cost-reflective tariffs, encouraging self-selection by customers - Continuing our advocacy work with the Victorian government and Australian Energy Regulator to highlight the need for cost-reflective tariffs and the benefits of our new solar soak time of use tariff. - Collaborate with the Victorian Government and peer Victorian electricity distribution businesses to gain agreement and support to implement these initiatives. - Engage with electricity retailers to co-design customer-facing tariffs to ensure the benefits in the network tariffs are passed through to customers. <i>* Preliminary feedback from the Victorian Government is that they prefer a voluntary rather than mandatory tariff reassignment.</i>	SAME \$0.00
Recommendation I: Equitable Tiered Tariffs	- Different tariffs for different types of consumers, to make it an equitable set of consumption tariffs, and a set of supply/feed in tariffs. - Consumption Tariffs - Day Rate - 3 tiers for daily/supply charge based on how much power you use, Consumption Rates - 3 tiers of consumption, off peak, solar soak, peak - Supply/Feed in Tariffs (reward): - Daytime solar soak reduced tariff - Night time peak supply higher supply tariff during peak time - Opt In solar feed in tariff charge for users with batteries. NOT mandatory Rationale - To ensure inclusivity and financial benefits for different consumer groups, ie socio economic backgrounds. - Incentivises everyone to change their consumption behaviour to suit their requirements Vs cost savings - Incentivises generators (solar, solar+battery) to take on in home battery systems to get better rates feeding into the grid during peak consumptions times. - Balances the load/generation on the grid reducing over generation during the day meaning lesser requirement to augment the grid to support over generation. - To continue the encouragement of sustainable energy adoption and practices (solar, battery and consumer behaviour	The People’s Panel want equitable and fair pricing (tariffs) for all customers, including customers with and without rooftop solar.	As above – we recommend combining the two recommendations as per the People’s Panel suggestion.	AS ABOVE

Customer priority	The People’s Panel said...	Jemena’s understanding	What Jemena could do	Bill Impact
Recommendation M: Implement and Explain Transparent Tariff Structures	- Explain tariff structures for better understanding between solar and non-solar customers during different times, enhancing transparency and ease of comparison. - Enhance customer education on consumption patterns to leverage savings and reward opportunities, focusing on simplifying terminology and providing clear, understandable information, let them know what these mean to them. - Aim for tariff clarity to assist consumers in making informed decisions that align with their energy needs and preferences, fostering a more accessible and beneficial energy service experience. Rationale - Clear Understanding of Tariffs and Their Impact on Bills: This helps demystify how energy usage translates into costs, enabling consumers to make informed decisions that could lead to potential savings. - Ability for Consumers to Make Informed Choices on Tariffs: When consumers understand the different tariffs available, they can choose one that best suits their usage patterns and financial preferences, potentially maximising their savings or aligning costs with their values (e.g., supporting renewable energy). - Tariff Transparency for All Consumers: Ensuring that tariff information is accessible and understandable to everyone, regardless of their background or expertise in energy matters, is crucial for fairness and empowerment.	The People's Panel would like us to communicate pricing structures and tariffs to customers, so they are empowered to make informed decisions on energy usage, benefit from the different tariffs available and understand what costs and/or rewards are available.	We could implement the People’s Panel recommendation to explain tariff structures and include it in our Regulatory Proposal. We propose to use our existing expenditure (passing on no additional costs to customers) to explain and communicate tariffs and tariff structures to customers. We propose to implement and explain transparent tariff structures by: - Developing dedicated & tailored communications on network tariffs and bill impacts and making them accessible to customers, including providing an easy-to-read set of information on the Jemena website. - Removing network tariffs with components that can be confusing to customers (for example, the A10D – residential demand tariff), which has proven difficult for retailers to explain. - Aligning existing network tariffs as much as possible, within Jemena and to other Victorian electricity distribution businesses, so that customers can be confident that their tariff structure is the same whenever they move around Victoria or choose to change their tariff.	SAME \$0.00

Customer priority	The People’s Panel said...	Jemena’s understanding	What Jemena could do	Impact
Network reliability and resilience				
Recommendation C: Network Reliability and Resilience	Jemena needs to prioritise investing in: - resilience, by building the network to meet the change in environment and withstand network failures. - reliability of network infrastructure to combat usage congestion, overheating, and withstand natural disasters. Rationale - It’s important to invest in network infrastructure with a focus on reliability and resilience: - providing more reliable service - overcoming frequencies of power outages - enabling the network to be more accommodating to future changes - implementations in new technologies to withstand the increased demand.	The People’s Panel would like us to invest in and run the network to withstand the future demand, extreme weather events and increased congestion.	We would implement the People’s Panel recommendation on network resilience and reliability and include it in our Regulatory Proposal. Given the importance and differences of resilience and reliability to residential customers, we recommend the panel consider reliability and resilience as two <i>separate streams</i> and consider having two <i>individual recommendations</i> for Jemena to consider. We would support and include both resilience and reliability recommendations in our Regulatory Proposal. Network Resilience Network resilience is the ability of the electricity network to withstand and recover from the effects of a natural hazard or disaster, such as floods, storms and bushfires. The impacts of climate change on electricity distribution are already present and increasing. We propose to increase the expenditure in network resilience by \$54 million. This would equate to approximately \$1.88 per annum for each residential customer. We propose to invest this expenditure to prioritise increasing the resilience of the network by: - Replacing and upgrading assets that are more ‘fragile’ and pose a risk to the continued operation of the network. As our assets are facing an increase in extreme weather events and are frequently facing more stress, more fragile assets pose a greater risk to network resilience now more than ever (\$45 million or \$0.83 per residential customer per annum). - Using technologies such as Light Detection and Ranging (LiDAR) which can be overlaid against different flood and wind zones across the network to manage the network better and more quickly and the Digital Twin technology which helps understand situations in real-time (\$9 million or \$1.05 per residential customer per annum). - Sharing data with stakeholders to support customers during extreme weather events (for example, mapping data on flood planes and wind flow) - Develop a comprehensive resilience strategy. Network Reliability Network reliability is the ability of a system, device or equipment to perform its function adequately for the period of time intended under the operating conditions encountered. As a distribution business, we want to maintain high levels of reliability for our customers and ensure our assets keep our network reliable over a long period of time. Any network reliability improvement would be funded by the service reliability rewards that the regulator allows. Examples of the types of things we could do to improve reliability include the Fault location, isolation, and service restoration (FLISR) system.	Resilience MORE +\$1.88 Reliability SAME self-funded

Customer priority	The People’s Panel said...	Jemena’s understanding	What Jemena could do	Impact
Digitisation and automation				
Recommendation D: Digitization and automation to increase economical reliability	- Innovation to achieve greater efficiency with a lower network cost recouped over time - Use digitization and automation technology (AI programs) - Using advanced monitoring equipment for determining replacement/upgrading of wires - Upgrade & reconfigure network i.e. to increase & decrease voltage Rationale - Make smarter decisions based on factual parameters (consumer usage, distribution factors) - Monitor the network to rationalise the distribution to maintain the network stability - Generate efficiency to reduce cost (such as cost of upgrading network) * Drive efficiencies and reduce costs associated with network upgrades by adopting digital technologies and automated processes. - Long term savings through less maintenance of assets and less operational manual inputs	The People’s Panel would like us to digitise and automate our network to achieve efficiencies and reduce costs over time.	We would implement the People’s Panel recommendation on digitisation and automation of the grid and this aligns with our approach to digitisation and automation that will be included in our Regulatory Proposal. We propose to increase our network digitisation expenditure by \$89 million, which would equate to approximately \$9.46 per annum for each residential customer. We propose to use this expenditure to implement digital technologies that enable devices across the electricity network to communicate and share data that might be useful for both customers and grid management. This includes smart meters, sensors, automation, and other digital network technologies, as well as advanced metering infrastructure and smart grid technologies, to reduce other costs in the electricity supply chain, including network investments, to realise financial savings in the long term. We propose to achieve this by: Implementing a Future Network Strategy that includes: - Flexible services (\$34 million or \$2.98 per residential customer per annum) and market enablement (\$19 million or \$2.22 per residential customer per annum) - Increasing data, visibility and analytics through a Strategic Network Analytics Platform (\$21 million or \$3.11 per residential customer per annum) and a Network Analytics Program (\$9 million or \$0.52 per residential customer per annum) - Dynamic Network configuration (\$4 million or \$0.34 per residential customer per annum) - Analysis of near real-time Advanced Metering Infrastructure (AMI) data (\$2 million or \$0.29 per residential customer per annum).	MORE +\$9.46

Customer priority	The People’s Panel said...	Jemena’s understanding	What Jemena could do	Impact
Customer education				
Recommendation F: Customer education	• Providing customers with tailored information to inform them of the impact of usage times and appliance choices. For example; utilising timers or AI, reading energy star ratings, peak and off-peak usage times. • Ensure information is easy to access and understand, relevant and practical. • Educating customers about the impact of solar on individual savings and tariffs, and on the grid. • Options for providing information: SMS, emails, leaflets, ads on TV, direct campaigns on energy efficiency, information with the bill, information sessions. Include options for vulnerable customer groups, languages other than English and options for the sight impaired. (Text to speech/braille, etc.) Rationale • Influence customer behaviour to contribute to grid stability. • Empowering customers to engage in behaviour that increases sustainable usage, and is cost saving. • Provision of this education promotes transparency and understanding in billing and costs.	The People’s Panel would like us to educate customers on what we do, energy-saving tips, energy-efficient appliances and consumer energy resources such as rooftop solar generation.	We could implement the People’s Panel recommendation on customer education and include it in our Regulatory Proposal. We propose to increase our expenditure in customer education by \$4.53 million. This would equate to approximately \$0.89 increase per annum for each residential customer. To educate customers we need a dedicated awareness campaign, <i>and</i> a customer facing channel that helps empower customers to increase their knowledge and energy literacy in a way that suits them. We propose to use this expenditure to deliver customer education by: • Creating a new dedicated customer online portal that provides tailored information to customers based on their expressed preferences, language, and needs. The portal would also include AI to drive tailored information to empower customers to make decisions about sustainable energy usage. (\$2.05 million or \$0.42 per residential customer per annum) • Developing an integrated marketing campaign to generate awareness of energy-saving tips, the energy supply chain, rooftop solar, energy-efficient appliances, pricing and tariffs, and understanding electricity bills (\$650,000 or \$0.15 per residential customer per annum) • We propose to enhance our existing customer channels and touch points, by integrating our customer applications and back-end customer knowledge management and providing customers with one seamless customer experience. (\$1.83 million or \$0.32 per residential customer per annum) • Partnering with Local Councils, community groups to build broader awareness of energy-saving tips, energy-efficient appliances and understanding of electricity bills.	+MORE \$0.89

Customer priority	The People’s Panel said...	Jemena’s understanding	What Jemena could do	Impact
Communication				
Recommendation O: Efficient and accessible communication from Jemena to customers	• Accessible and varied channels of communication to ease customer access • Timeliness of communication • Transparent and clear information • Make Jemena more approachable to customers through two way communication Rationale • Increase customer understanding of information from Jemena and reduce confusion • Improve customer service and satisfaction • reduce anxiety and uncertainty of customers	The People's Panel would like us to enhance our customer communications to ensure they are accessible and efficient. They would like us to ensure our communications are accessible to all customers and to reach customers through a range of channels.	We could implement the People's Panel recommendation on efficient and accessible customer communication and include it in our Regulatory Proposal. Enhancing our accessibility and communication with customers is a vital step to increasing the positive experience customers have when engaging with us. We propose to increase our expenditure in accessible communication for customers by \$2.1 million. This would equate to approximately \$0.62 increase per annum for each residential customers. We propose to use this expenditure to enhance the communication to customers by: • Developing simple and accessible customer communications across all our channels and in multiple languages to support customer needs (\$1.05 million or \$0.31 per residential customer per annum) • Upgrading customer systems to allow for near real-time communications with customers using web chat and two-way SMS to meet their needs better (\$1.05 million or \$0.31 per residential customer per annum) • Collaborating with Local Councils, community groups, Victorian Government and emergency services to improve customer communications, particularly on policy development and during major outages and emergencies.	MORE +\$0.62

Customer priority	The People’s Panel said...	Jemena’s understanding	What Jemena could do	Impact
Service excellence				
Recommendation P: Ongoing service excellence to Jemena customers	- Ensuring ongoing service standards to its customers in the delivery of Jemena’s service. - Ensure Jemena’s excellence at all levels with its peers, the regulatory body and its customers. - Service excellence focused on KPIs that’s transparent, monitored, tracked and communicated publicly. - Ongoing improvement through implementation of latest technology - Provide opportunities for feedback, and perform internal reviews, to identify opportunities of improvement to service standards. Rationale - Jemena’s reputation and branding - Customer Satisfaction - Maintain customer expectation in terms of service level - Improve on KPI	The People’s Panel would like us to strive for ongoing service excellence in operations and customer experience. They would like us to be held accountable for achieving and exceeding service targets and customer satisfaction.	We could implement the People’s Panel recommendation on providing ongoing service excellence for Jemena’s customers and include it in our Regulatory Proposal. We propose to deliver ongoing service excellence to customers by: - Exploring a mechanism to hold Jemena accountable to achieve service excellence and high quality customer service - Benchmarking against peer businesses for transparency and objectivity, and communicate and publish the results for customers.	SAME \$0

Customer priority	The People’s Panel said...	Jemena’s understanding	What Jemena could do	Impact
Sustainable operations				
Recommendation G: Jemena to maximise green energy within their focus	- Jemena to investigate methods to influence/promote increased access to green energy. Jemena should also work to collaborate with its peers (retailers, generators) to that end. Rationale - Reduce carbon footprint and promote sustainability. - Support the growing push/options for green energy. - Reduce community anxiety by increasing clarity and information around these issues.	The People’s Panel would like us to provide clearer communication of, and commitment to, a net zero plan.	We could implement the People’s Panel recommendation on maximising green energy and include it in our Regulatory Proposal. We propose to increase the expenditure in maximising our commitment to net zero by \$2.38 million which equates to approximately \$0.43 per annum for each residential customer. Due to the amount being spread over a greater length of time and the ability to recoup costs over the investment in assets, the bill impact is reduced. We propose to use this expenditure to maximise green energy by: - Collaborating with industry partners on Virtual Power Plants (VPPs) opportunities. - Developing and implementing policies, processes and practices that encourage and drive sustainable business, including: - streamlining the connections process for consumer energy resource connections such as rooftop solar, EV and batteries (\$1.83 million or \$0.32 per residential customer per annum) - Standardising connection of small-scale renewable generation to the electricity network - Investing in research and development to learn how renewable generation and storage connects and interacts with the electricity network. - Develop a campaign to deliver accessible information to customers via trusted sources and stakeholders such as retailers and local councils (\$200,000 or \$0.04 per residential customer per annum) - Developing an education campaign to increase the knowledge and understanding of installing renewables, the benefits and potential risks so customers are well-informed and empowered. (\$200,000.00 or \$0.04 per residential customer per annum) Developing an online renewables hub with key information for customers to encourage engagement and use of renewables (\$150,000.00 or \$0.03 per residential customer per annum)	MORE +\$0.43
Recommendation K: Long term sustainable operation of the grid network / infrastructure	- Use sustainable technology and options for the management and development of the grid infrastructure that would - be cost effective to maintain in the future - provide overall cost savings to Jemena and its customers - adaptable and scalable for future needs - reduce Jemena’s overall carbon footprint Rationale - We need to prioritise environmental sustainability and achieve carbon reduction targets whilst ensuring affordability - We need affordability now and into the future	The People’s Panel would like us to operate our network sustainably, able to reduce our carbon footprint and meet emissions reduction targets.	We could implement the People’s Panel recommendation on a long-term approach to sustainable grid operations and include it in our Regulatory Proposal. We propose to increase the expenditure in increasing the sustainability of our operations by \$8 million to reduce our carbon footprint. This would equate to approximately \$0.15 per annum for each residential customers. Due to the amount being spread over 50 years the bill impacts to customers are reduced. We propose to use this expenditure to enable long-term sustainable operations of the network and its infrastructure by: - Electrifying our operational fleet and install EV charging stations at Jemena sites, including depots. - Accelerating the replacement of SF6 gas with a more sustainable option (g3 or equivalent) (\$8 million or \$0.15 per residential customer per annum) - Encouraging renewables (policies, tariff structures) - Finalising the roll-out of energy-efficient public lighting, replacing mercury vapour and incandescent globes with LED - Driving renewable generation enablement activities - Trialling the deployment of solar and batteries to decarbonise operations (depots, offices etc) - Maturing sustainable materials sourcing practices.	MORE +\$0.15

Customer priority	The People’s Panel said...	Jemena’s understanding	What Jemena could do	Impact
EV usage				
Recommendation L: Jemena incentivises/promotes off-peak EV usage.	- Jemena to attract EV charging station providers (private company) to install publicly available charging stations within the Jemena catchment area (for example, at train stations, shopping centres, arenas and stadiums). - This could become a requirement for new suburbs and housing developments. - This model should be aligned with EV demand over time as we learn about EV uptake, technology and behaviour. Rationale - Having publicly available chargers (Not specifically at homes) would allow people to charge their vehicles during the day, thereby contributing to grid stability and aligned with solar soak periods, creating a more balanced distribution of energy over the course of the day.	The People’s Panel would like us to enable greater accessibility and optimisation of EV charging.	We could implement the People’s Panel recommendation on optimising EV usage and include it in our Regulatory Proposal. We propose to increase our expenditure in enabling and optimising EV charging by \$2.38 million. This would equate to approximately \$0.57 per annum for each residential customers We propose to use this expenditure to enable greater accessibility and optimisation of EV charging by: - Supporting industry partners in increasing the number of public EV chargers and enabling an operating model that minimises negative impacts on the grid and customer costs. - Facilitate and develop policies that promote the complex interactions of Vehicle-to-grid/home/business/load (\$1.5 million or \$0.36 per residential customer per annum) - Enabling EV charging units to be mounted on Jemena assets where allowable under the National Electricity Rules and safety regulations. - Trialling smart poles that deliver and combine intelligent technology such as lighting and telecommunication assets and EV charge points (\$480,000 or \$0.11 per residential customer per annum) - Collaborating with councils to optimise EV charging solutions. Solutions could include EV car spaces and location selection (\$400,000 or \$0.10 per residential customer per annum). - Improving EV connection processes, including providing more information on localised network constraints (which can cause connection issues), the cost to connect (including network augmentation requirements) and timeframes to connect. - Increasing and expanding analytics and data on EVs, including location, loads, profile and forecasts - Developing and communicating clear guidelines to EV charging customers.	MORE +\$0.57

Customer priority	The People’s Panel said...	Jemena’s understanding	What Jemena could do	Impact
Enabling energy storage				
Recommendation E: Allow Storage by Distributors	- Install energy storage (e.g. batteries) as network infrastructure - Share benefits and partner with entities that can make use of energy storage services that the distributor cannot participate in - Have clauses which allow distributors to utilise stored energy (as a generator) in certain circumstances i.e. emergency situations. - The concept of communal batteries also acts as a communal backup/redundancy service - not just for severe weather events, but also for incidental damage to infrastructure, it would also act as a lever for enabling downtime for maintenance. - This reduces the grid instability due to the solar soak and will promote efficient use of electricity during peak times, in addition allows customers to use their electricity flexibly without being influenced by the export charge. Rationale - To improve grid stability by removing over supply issues and remove the need for the export tariffs - Large scale storage is more commercially viable and environmentally feasible than individual household/business batteries - Help combat the disruption of solar export across the grid. - Jemena could possibly use this stored energy to offset operational costs e.g. charge EV trucks, offices etc. (This may cause problems as power is generated by customers.) - Jemena could also pull data from existing case studies or other implementations of communal batteries to further justify use-cases that we haven't thought of yet. May even refer to other countries who have a different rule set to us, and analyse the pros/cons of the situation.	The People’s Panel would like us to use energy storage (batteries) across the network where possible to reduce grid instability and realise the benefits.	We are supportive of the sentiment in the People's Panel recommendation on energy storage; however, we have ringfencing constraints on how much we can achieve as an electricity distribution business. We would explore this recommendation and report back to the People’s Panel on the progress. Building upon our existing work, we propose to enable energy storage by exploring: - Researching and developing energy storage options and alternatives, including placement and sizing of batteries into areas that need it the most. - Collaborating with the Victorian Government and peer Victorian electricity distribution businesses to share learning and develop common standards - Standardising battery connection arrangements using a 'plug-and-play' model to minimise costs and accelerate deployment - Utilising mobile battery storage to react to major events and provide network support where needed on a short-term or temporary basis - Advocating to regulators and Governments to allow network businesses to own and operate batteries Partnering with large-scale grid-connected battery providers to provide backup storage.	SAME \$0.00

Customer priority	The People's Panel said...	Jemena's understanding	What Jemena could do	Impact
Collaboration				
Recommendation H: Collaboration to ensure efficiency	- Expanding collaboration with stakeholders (energy generators, retailers, consumers). Have collaboration with other distributors, technical experts, on a suite of topics (eg. storage, pricing / tariffs, innovation, data, digitisation, electrification, communication). Rationale - To evaluate recommendations in line with respective skill set/s to seek cost effective and sustainable outcomes. - Improve efficiency & contribute to achieving common goals. Eg by reducing duplication of effort, (eg. data usage can be collected by one party & shared with others to assist with their planning, and / or provide assistance to Jemena). - Cost benefit to sharing information industry wide.	The People's Panel would like us to collaborate with industry partners and stakeholders to create a more efficient electricity distribution network.	We could implement the People's Panel recommendation collaboration and could include it in our Regulatory Proposal. We propose to use our existing expenditure (passing on no costs to customers) to ensure efficiency by: - Collaborating with our peer electricity distribution businesses (nationally and internationally) on innovations and sharing learnings (for example, technical specifications and knowledge sharing on energy storage, tariffs, data sharing, digitisation and electrification) - Collaborating and information sharing with the Centre for New Energy Technologies (C4NET) to understand energy and customer data, research and insights. - Collaborating and sharing information with the Department of Energy Environment and Climate Action and the Australian Energy Regulator to investigate network efficiencies. - Collaborating and engaging with retailers to deliver beneficial outcomes to customers. - Use trials, partnerships and research as a means of wider collaboration and socialisation.	SAME \$0.00
Corporate responsibility				
Recommendation B: Corporate responsibility - addressing sustainability/carbon footprint	- Jemena to commit to environmentally sustainable practices in the operation of their own business - Jemena to undertake and investigate improvements to its own operations (eg. electrified cars to start with), to reduce the impact on the environment. - Jemena, to be a leading corporate citizen, should undertake required actions to meet government emission targets with minimal impact and cost to the consumer. - Jemena to communicate on their actions and achievements in this area to their customers and the public. Rationale - As consumers we believe that there should be a commitment to environment targets to ensure a sustainable future. - Ensure short term actions are aligned with long term vision with regards to environment sustainability. - New technologies are implemented in line with environmental standards, without a burden of cost to the consumer.	The People's Panel want us to be at the forefront of sustainability. They want us to have sustainable operations in place and strive towards emissions reduction targets.	We are supportive of the sentiment in the People's Panel recommendation on corporate responsibility and addressing sustainability. We would note that this is part of our existing practices, and we will report back to the People's Panel on progress. Building upon our existing work, we propose to ensure corporate responsibility and address sustainability by: - Implementing policies and practices that support a more sustainable business, including our: - corporate-level net-zero commitment by 2050. - carbon offset strategies, including pursuing re-vegetation initiatives. - sustainability requirements as part of procurement policy and strategy - Implementing sustainable procurement strategies to ensure materials we purchase to build the electricity network contribute to a circular economy - Aligning our operations to the Infrastructure Sustainability Council of Australia rating criteria. - Implementing a Sustainability Management System – for the entire asset lifecycle.	SAME \$0.00

Customer priority	The People’s Panel said...	Jemena’s understanding	What Jemena could do	Impact
Batteries				
Recommendation J: Creation of Battery Incentives for customers	- Energy distributors create equitable customer incentives to encourage investment in batteries to soak up excess power from solar or wind/renewable energy sources. Rationale - Extend the life of the Jemena infrastructure without large capital investment. Reduce grid stress and grid outlay costs. - Benefits customers who decide to invest in batteries and those who don’t. - Gives customers control over their energy investment decisions.	The People’s Panel want us to support and incentivise customers to invest in their own 'behind-the-meter' energy storage which will support the network, provide a solar soak resulting in savings to customers.	We are supportive of the sentiment in the People’s Panel recommendation on creating battery incentives for customers and could explore this topic further and report back to the People’s Panel on progress. We propose to create incentives for customers to engage in batteries by exploring: - Streamlining current connections for customers with batteries to incentivise battery connections - Enabling bidirectional charging solutions to enable vehicles to act as batteries on the grid - Trialling a community battery tariff for residential customers - Trialling a tariff that supports and incentivises customers with solar and batteries to consume more, store during excess generation periods and export during peak demand periods - Supporting and collaborating with Virtual Power Plant (VPPs) operators.	SAME \$0.00
Recommendation N: Jemena advocate and plan for solar panels with energy storage solutions (eg batteries.) in all greenfield building developments	- Encourage/ research best practices for building codes to support sustainable and renewable energy sources. Eg address the EV use Rationale - Installing energy storage from the start reduces cost of acquisition. - Future proofing building for renewables whilst reducing distributor network costs. - Reduces ongoing costs for all customers on the network	The People’s Panel would like us to champion the use of renewables (solar) and energy storage (batteries) in new building developments and housing estates. They would like us to encourage the use of renewables and energy storage where possible to help reduce network and customer costs.	We are supportive of the sentiment in the People’s Panel recommendation on championing renewables and would explore the topic and report back to the People’s Panel on progress. We propose to champion the use of renewable energy generation by exploring: - Implementing batteries in Underground Residential Distribution Developments (BURDD). - Encouraging high voltage connected grid-scale energy solutions to large commercial and industrial customers and partners by enhancing our connection processes. We could also undertake research to identify the impacts on the grid through analysis to allocate hosting capacity for electricity exports more equitably - Supporting shared energy infrastructure solutions in greenfield sites, such as batteries, EV charging, and community generation - Working with developers on standards and requirements for ‘green estates’ that integrate energy storage with solar generation from the outset	SAME \$0.00



“Jemena”
is an Aboriginal word
that means “to hear,
to listen and to think”

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