People’s Panel Session 1

25 November 2023



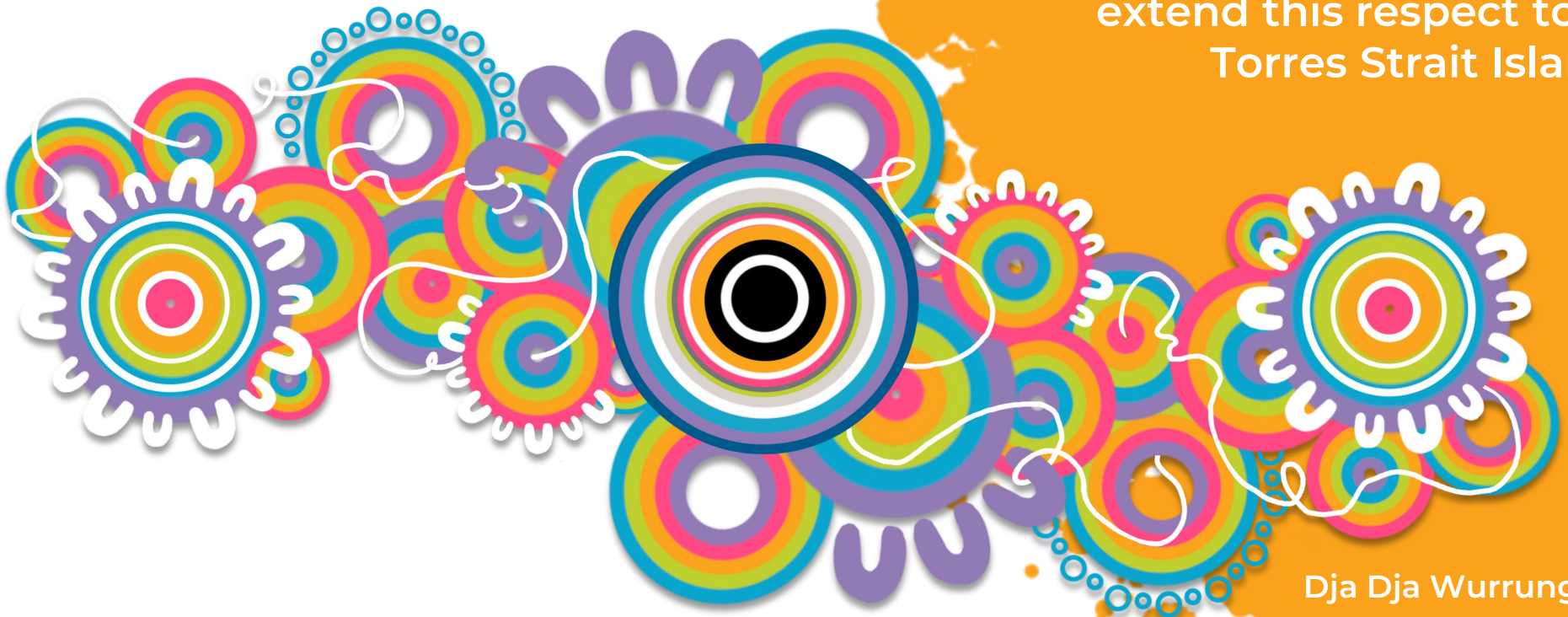
Jemena

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.

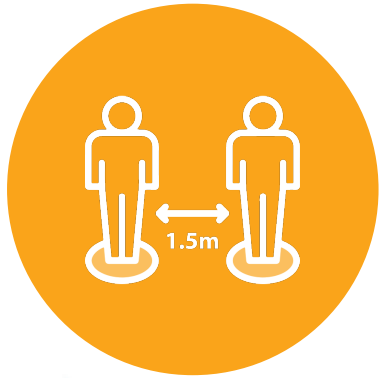
We pay respect to their past and present Elders and their emerging leaders, and extend this respect to all Aboriginal and Torres Strait Islander peoples.



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


ROOM
CLOSED

BEING SAFE TOGETHER



Distancing 1.5m



Masks

personal preference



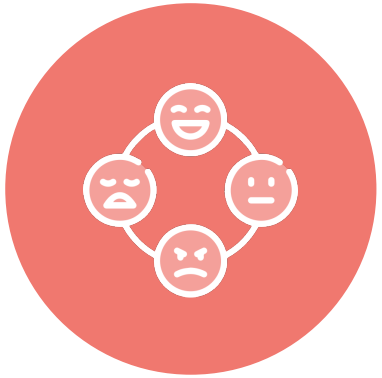
Individual devices



Cough into elbow



Presence



Everyone feels differently about this



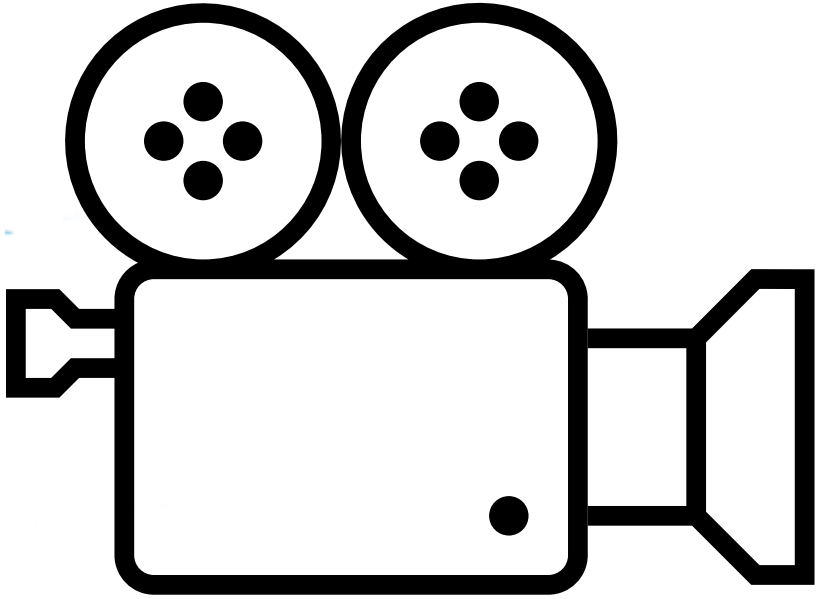
Be kind



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/

mosaic LAB

YOUR FACILITATORS



Lyndal Mackintosh

Principal Facilitator



Belinda Lowing

Senior Facilitator



Jody Kingston

Facilitator

Let's connect



AFTER THE
ORIENTATION EVENING

WHAT ARE YOU THINKING ABOUT COMING INTO TODAY?



Jemena
bringing energy to life



9 October 2023

People's Panel

About our Panel participants

TARGET 50

GENDER

Female	Male	Non-binary or other
25.4	24.6	0
50.8%	49.2%	0%

QUALIFICATIONS

Vocational	Advanced diploma or diploma	No Qualifications	Higher Degree
5.9	4	26.3	13.8
11.7%	8.1%	52.7%	27.5%

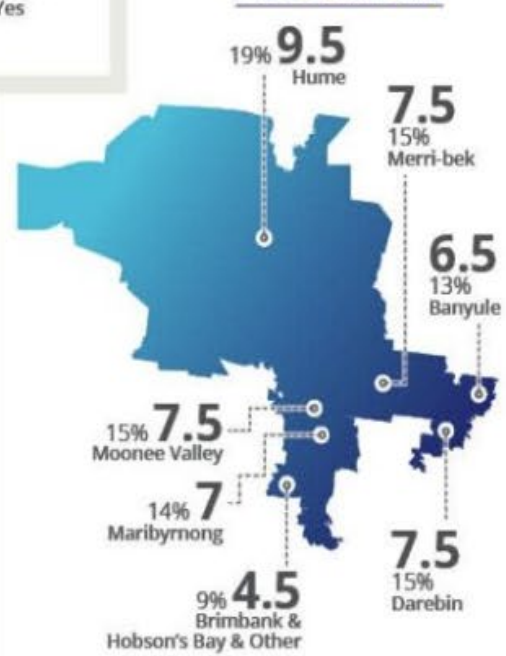
SOLAR

No	Yes
41.9	8.1
83.8%	16.2%

AGE

16-24	7.6	15.1%
25-34	10	20%
35-49	13.2	26.5%
50-59	7.2	14.5%
60-69	5.7	11.4%
70+	6.3	12.6%

GEOGRAPHY



SELECTED/ CONFIRMED 50

GENDER

Female	Male	Non-binary or other
22	23	5
44%	46%	10%

QUALIFICATIONS

Vocational	Advanced diploma or diploma	No Qualifications	Higher Degree
6	7	20	17
12%	14%	40%	34%

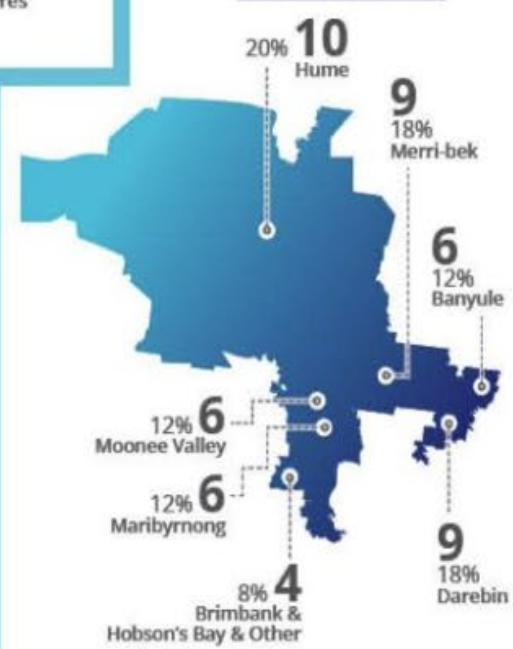
SOLAR

No	Yes
37	13
74%	26%

AGE

16-24	6	12%
25-34	11	22%
35-49	14	28%
50-59	6	12%
60-69	9	18%
70+	4	8%

GEOGRAPHY



OUR ROADMAP – JEMENA PEOPLE'S PANEL AGENDA

Orientation 6-9pm	Day 1 9am- 5pm	Day 2 9am -5pm	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 Feb**	**Saturday March**	**Saturday 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 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

Our challenge

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

The stages of electricity



Generation Transmission Distribution Retailer Your Bill

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REVISITING OUR WORKING AGREEMENTS



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!

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People's Panel

Working Agreements

	We will....	We support each other by...	What do we need to do to bend and flex
Learn with openness and promoting equal voices	Listening actively. Ask appropriate questions. Be honest and open to new learning. Ensure all members have a voice.	Confirm whether they have contributed and are happy with response and given opportunity to add individual ideas. Noticing if some people aren't feeling comfortable and encourage people to use the word "park' to signify we are not comfortable.	Agree to disagree 80% rule. Be open to ideas (new or different). Be flexible (to embrace differences). Do not dismiss opinions that you may not agree with Do not be judgmental. Allowing to check-in and pass when we need to.
To achieve successful outcome	Respecting all views staying focused.	Allowing everyone to express their opinions and those opinions are respected.	Listen. Respect. Compromise. Accept and appreciate.
Every idea has merit and valued	Hear and respect everyone. Take each other's opinions and differences into consideration and do our best to understand. Value all experiences and thoughts. Agree that we might not agree, but we will all present and engaged. Lift each other up!	Active listening. Being patient. Allow voice to be heard. Considering the alternative views.	Explore each other's point of view. Always question the status quo. Seek understand alternative. Practice yoga.
Genuine collaboration and back it up by facts	Ensure time for everyone. Encourage participation and active listening. Open-minded, listening, not being judgmental. Discussing your opinion and not holding it in.	Employing patience, being mindful and respectful. Holding each other accountable. Not making assumptions or jumping to conclusions. Not being biased or at least calling it out. Be respectful.	Adapt communication styles to suit others. Analyse information objectively. Remain open minded, be mindful of others lived experiences and backgrounds. Step outside of our comfort zone, acknowledge the challenges. Be flexible to let go of existing beliefs or have them challenged. Be curious.
Respecting each other	Listening to someone and creating the space for others to speak. Be punctual and respect agenda times. Be prepared and concise. Do not jump to conclusions, be flexible in your thinking. Think about would you live with it? Would others? Stick to the remit.	Redirecting a discussion back to the remit. Inviting others to re-engage. Acknowledging that some can do more prep than others.	Bring the spirit of 'sharing and caring'.
Share and listen!	Everyone has the opportunity to share experiences and opinions.	Understanding our different styles. Be conscious of yourself if you are sharing too much / too little. Draw in voices that have not been as vocal. Try to be respectful.	Invite people to consider the task / question and whether their view fits. Break down the question and answers / views.
Get a results!	Work hard to achieve our results. We will stay focused.	Asking the facilitators for guidance where necessary. Checking facts and asking more questions. Questioning if we are helping to solve the problem or going off track.	Listen carefully to each other. Remind ourselves that it is only seven sessions - hang in there and we all opted in. Be clear on how important it is and the priorities.

Our Working Agreements

IS THIS A GOOD REPRESENTATION OF WHAT WE DISCUSSED?

WE ARE ABOUT TO OPEN THE ROOM & WELCOME OUR

OBSERVERS

ROOM 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.”

Our purpose today

CONTINUE GETTING TO KNOW EACH OTHER

DEEP DIVE INTO BACKGROUND MATERIAL

MEET SOME EXPERTS IN ELECTRICITY

IDENTIFY OUR INFORMATION GAPS AND HOW BEST TO FILL THEM



AGENDA

9.00AM	**Welcome and getting started**
	Critical thinking / Power and privilege / Customer Voice
11.00AM	**Morning tea** — 30 MIN BREAK
	Background material
12.40PM	**Lunch** — 60 MIN BREAK
	Speed dialogue with expert speakers (10 min break)
3.50PM	**Afternoon tea** — 15 MIN BREAK
	Information gaps
	Final reminders
5.00PM	**Close**



Jemena team



Shaun Reardon
Executive General Manager, Jemena Networks



Ana Dijanosic
General Manager Regulation



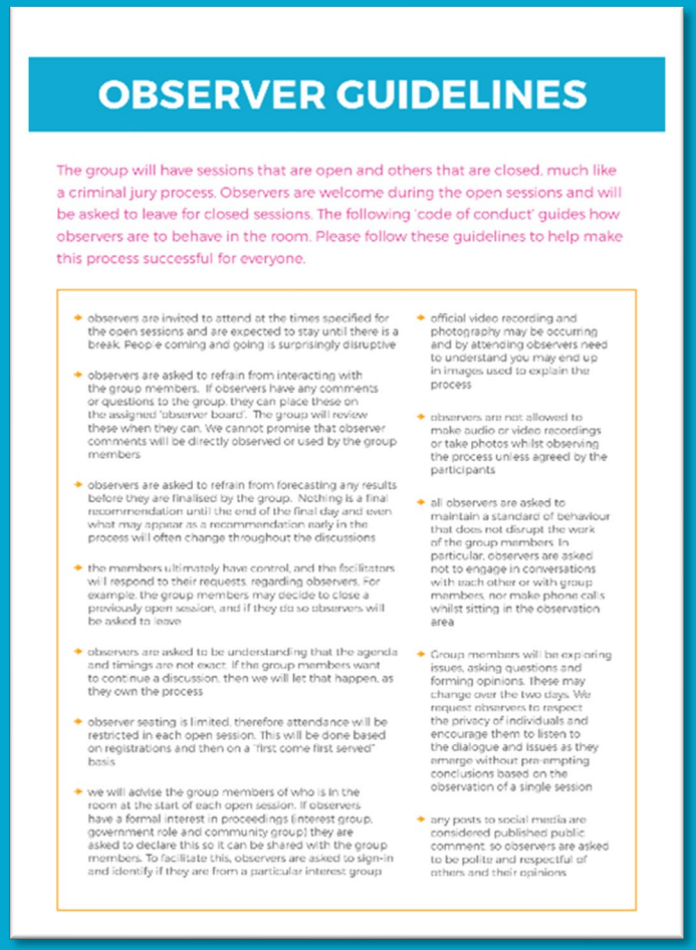
Matthew Serpell
Program Director, Electricity Price Reset



Louise Baring
Customer Engagement Lead

OBSERVERS

- Sandra Centofanti, General Manager, Customer & Commercial
- Pratham Bhandari, General Manager Digital Jemena Market Platforms & Customer Voice Group Champion
- Lisa Mannix, Group Manager, Customer Service
- David Worthington, General Manager Security & Risk
- Deb Capicchiano, Program Manager
- Jennifer Hardman, Engagement Support and Comms Lead
- Kyle Redman, Independent Evaluator
- Fox Gillen, MosaicLab facilitator



OBSERVER GUIDELINES

The group will have sessions that are open and others that are closed, much like a criminal jury process. Observers are welcome during the open sessions and will be asked to leave for closed sessions. The following 'code of conduct' guides how observers are to behave in the room. Please follow these guidelines to help make this process successful for everyone.

- observers are invited to attend at the times specified for the open sessions and are expected to stay until there is a break. People coming and going is surprisingly disruptive
- observers are asked to refrain from interacting with the group members. If observers have any comments or questions to the group, they can place these on the assigned 'observer board'. The group will review these when they can. We cannot promise that observer comments will be directly observed or used by the group members
- observers are asked to refrain from forecasting any results before they are finalised by the group. Nothing is a final recommendation until the end of the final day and even what may appear as a recommendation early in the process will often change throughout the discussions
- the members ultimately have control, and the facilitators will respond to their requests regarding observers. For example, the group members may decide to close a previously open session, and if they do so observers will be asked to leave
- observers are asked to be understanding that the agenda and timings are not exact. If the group members want to continue a discussion, then we will let that happen, as they own the process
- observer seating is limited, therefore attendance will be restricted in each open session. This will be done based on registrations and then on a 'first come first served' basis
- we will advise the group members of who is in the room at the start of each open session. If observers have a formal interest in proceedings (interest group, government role and community group) they are asked to declare this so it can be shared with the group members. To facilitate this, observers are asked to sign-in and identify if they are from a particular interest group
- official video recording and photography may be occurring and by attending observers need to understand you may end up in images used to explain the process
- observers are not allowed to make audio or video recordings or take photos whilst observing the process unless agreed by the participants
- all observers are asked to maintain a standard of behaviour that does not disrupt the work of the group members. In particular, observers are asked not to engage in conversations with each other or with group members, nor make phone calls whilst sitting in the observation area
- Group members will be exploring issues, asking questions and forming opinions. These may change over the two days. We request observers to respect the privacy of individuals and encourage them to listen to the dialogue and issues as they emerge without pre-empting conclusions based on the observation of a single session
- any posts to social media are considered published public comment, so observers are asked to be polite and respectful of others and their opinions

Observers

OBSERVERS ARE PEOPLE FROM ORGANISATIONS HERE TO VIEW THE PROCESS

OBSERVERS MAY ATTEND OPEN SECTIONS OF THE PANEL SESSIONS

THEY ADHERE TO THE OBSERVER GUIDELINES

THEY DO NOT INTERACT WITH THE PANEL – THEY ARE OBSERVING THE PROCESS

CRITICAL THINKING

HOW DO WE WEIGH UP THE IDEAS AND ISSUES?



'SLOW' THINKING, OR CRITICAL THINKING





ACCURACY

A statement can be clear but inaccurate.

ASK

Is that really true?
How can we verify that?



RELEVANCE

A statement can be clear, accurate, precise but irrelevant to the issue.

ASK

How is that related to this issue?



BREADTH

An argument that considers only one viewpoint but ignores other perspectives lacks breadth.

ASK

What others points of view might we be missing?



DEPTH

Statements lack depth when they fail to deal with the complexities of the issue.

ASK

Does that address the complexity of this issue/problem?



CLARITY

When a statement is vague or fuzzy we can't tell if it's accurate or relevant.

ASK

Can you elaborate?
Can you give me an example?



LOGIC

When the combination of thoughts is mutually supporting and makes sense in combination, the thinking is logical.

ASK

How is it possible to be both X and Y?
Isn't there a contradiction there?

SOME COMMON GROUP WORK BIASES

Anchoring bias



Being **overly reliant** on the first and last pieces of information you hear or see. Example: the first thing you hear at the start of a presentation and the last person you hear in a day will create a lasting memory – Be mindful of these.

Bandwagon effect



The probability of one person adopting a belief increases based on the number of people who hold that belief. This is a powerful form of **groupthink** and is reason why meetings are often unproductive.

Information bias



The tendency to **seek information even when it will not affect action**. More information is not always better. With less information, people can often make more accurate predictions.

Blind-spot bias



Failing to recognise your own cognitive biases is a bias in itself. People notice biases much more in others than in themselves.

Confirmation bias



We tend to listen only to information that confirms our **preconceptions** - Otherwise known as '**group think**'. This is also true for believing things more from those people we most closely relate to. This can therefore lead to **stereotyping**.

Authority or Anti-Authority Bias



A tendency to give greater weight or importance to the opinion of an authority figure or organisation and therefore be more influenced by them. The flip side is a 'blanket' opposition to authority, disregarding their knowledge.

CRITICAL THINKING

IN SMALL GROUPS DISCUSS:

- WHAT KEY QUESTIONS CAN WE ASK OF EACH OTHER AND THE SPEAKERS TO HELP AS THINK CRITICALLY ABOUT OUR TOPIC?



POWER & PRIVILEGE

EDUCATION

LINGUISTICS

RACE & ETHNICITY

SOCIOECONOMIC

GENDER

ABILITY

CITIZENSHIP

mosaicLAB

POWER AND PRIVILEGE

WORKSHEET

For each of the following statements, check the box that best applies to your experience.

SOCIOECONOMIC PRIVILEGE	TRUE	SOMEWHAT TRUE	DON'T KNOW	SOMEWHAT FALSE	FALSE
I have usually had access to healthcare.					
I do not need to worry about where my next meal comes from.					

RACE / ETHNICITY PRIVILEGE	TRUE	SOMEWHAT TRUE	DON'T KNOW	SOMEWHAT FALSE	FALSE
I rarely have to think about my race or ethnicity – in fact, I barely notice it.					
I am used to seeing people in positions of power and in the media that look like me.					
I believe that the police and state authorities are there to protect me and my family.					

CITIZENSHIP PRIVILEGE	TRUE	SOMEWHAT TRUE	DON'T KNOW	SOMEWHAT FALSE	FALSE
I do not have to worry about being "discovered" and deported along with, or away from my family.					

EDUCATION PRIVILEGE	TRUE	SOMEWHAT TRUE	DON'T KNOW	SOMEWHAT FALSE	FALSE
I can't feel confident that the way I speak and write won't make potential employers question my abilities.					
I was encouraged by my family to pursue higher education (beyond highschool).					

GENDER PRIVILEGE	TRUE	SOMEWHAT TRUE	DON'T KNOW	SOMEWHAT FALSE	FALSE
I can use public facilities like bathrooms or change rooms without fear of verbal abuse, assault, or arrest.					
Acquaintances use the name I provide, and don't insist on calling me by my "real name" (birth name).					

LINGUISTIC PRIVILEGE	TRUE	SOMEWHAT TRUE	DON'T KNOW	SOMEWHAT FALSE	FALSE
People do not make assumptions about my intelligence based on my language ability.					
I can readily find people and media around me that can communicate with me in my native language or dialect.					

ABILITY PRIVILEGE	TRUE	SOMEWHAT TRUE	DON'T KNOW	SOMEWHAT FALSE	FALSE
I can go to new places knowing that I will be able to move through the space.					
I can go to any class, job, or website and assume that the materials presented to me will be understandable.					

THE 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

CUSTOMER VOICE GROUPS
KEY MESSAGES

Network security

Customer education

Access to electricity

Fairness

Renewables

Incentives

Transparency

Solar



Batteries

POWER & PRIVILEGE WORKSHEET



CUSTOMER VOICE GROUP MESSAGES

WHAT DO WE NEED TO KEEP IN MIND

AS WE GO INTO OUR TASK?

Jemena’s electricity network

Matthew Serpell
Electricity Regulation and Compliance Manager - Jemena

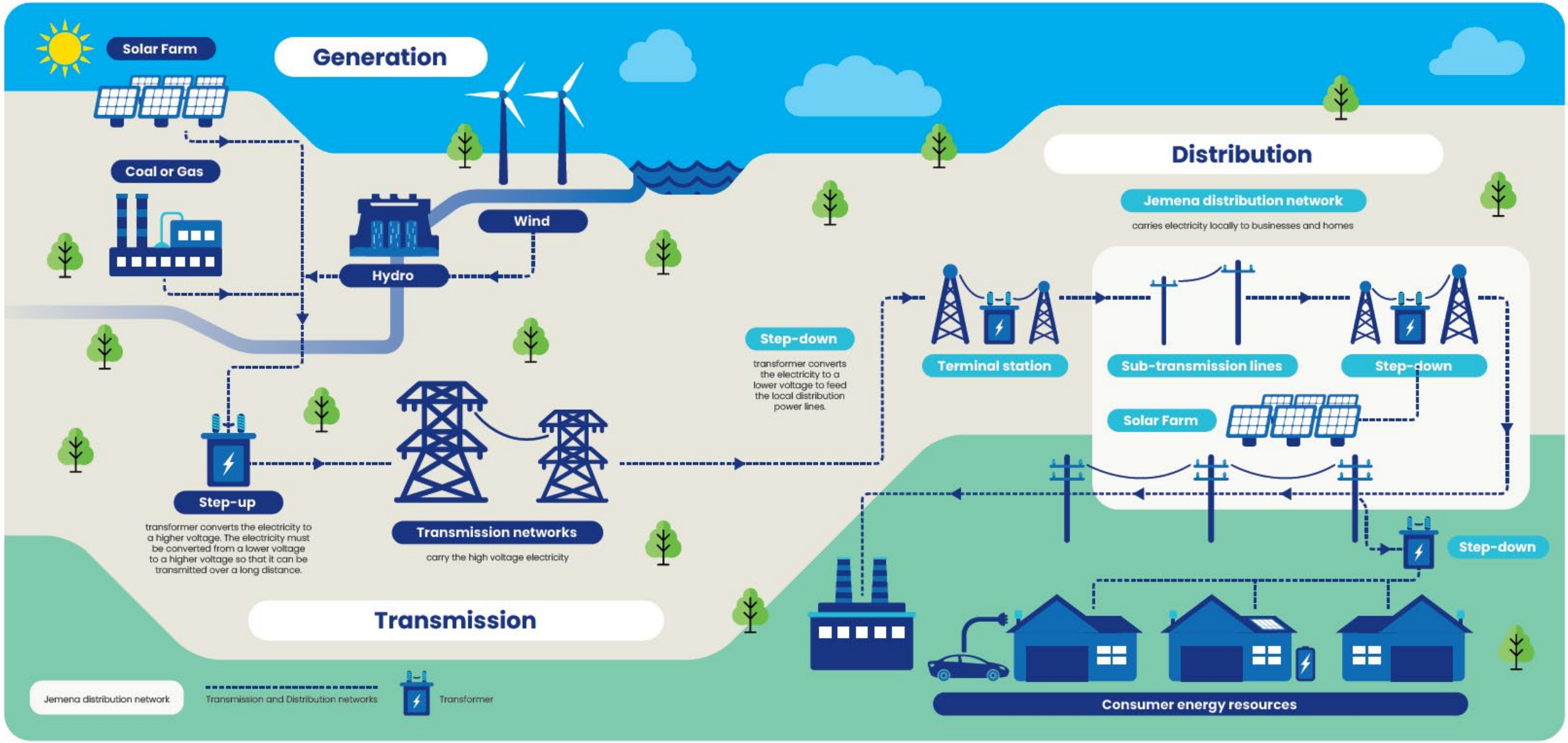


Our challenge

Jemena
bringing energy to life

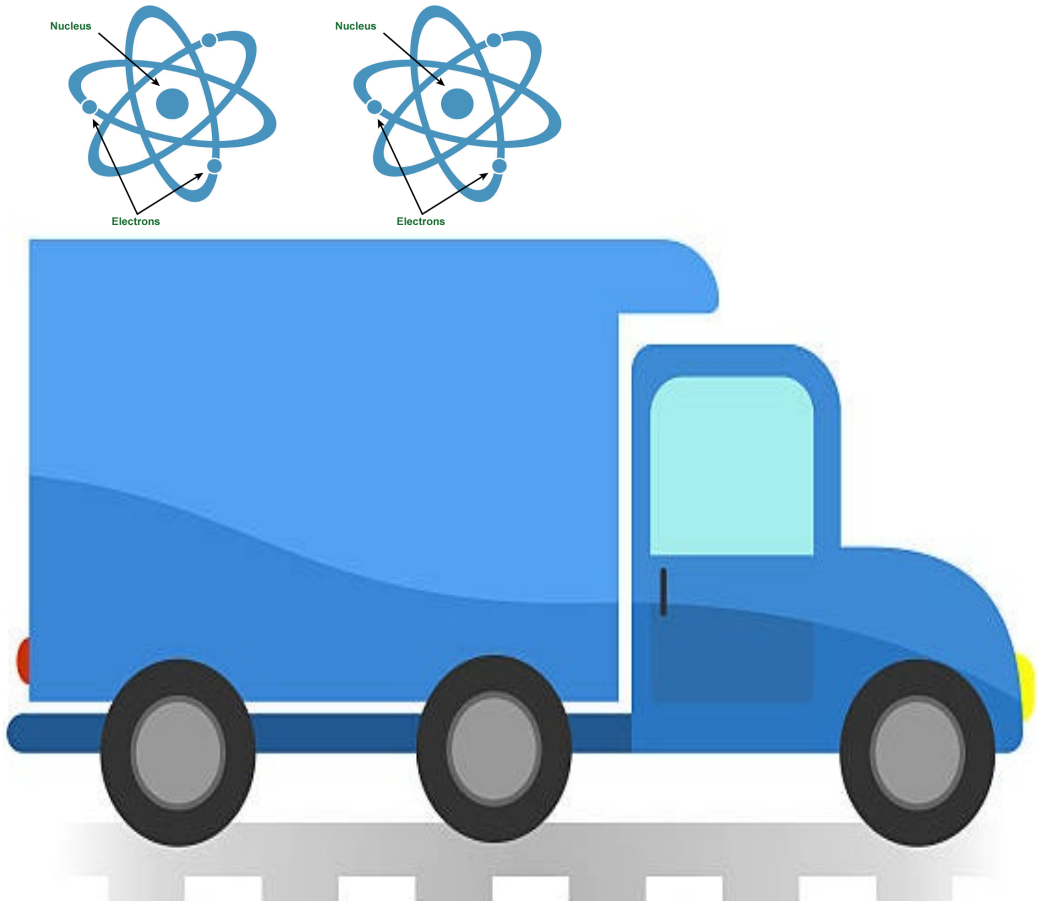
How should Jemena prepare for a sustainable energy future while meeting customer and community needs today?

How the electricity supply chain works



We carry electrons to your home safely & reliably

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What we do



Electricity supply



Emergencies



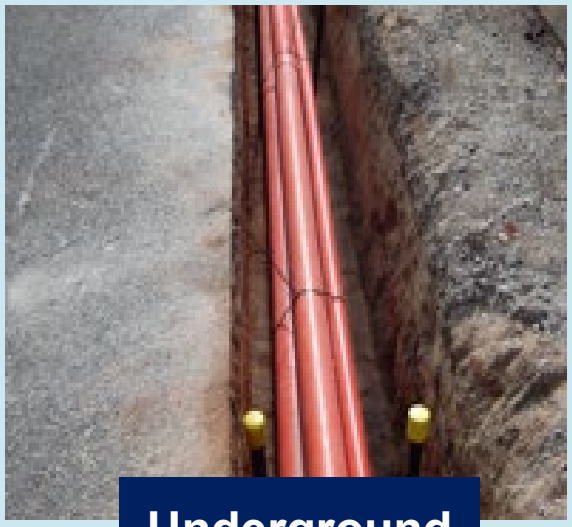
Life support



Street lights



Portal



Underground



Customer Care



Connections

Our customers

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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

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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



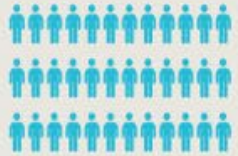
94,000+
Poles in our network



5.9 billion
Remote meter reads every year



10,000+
New customers connected each year



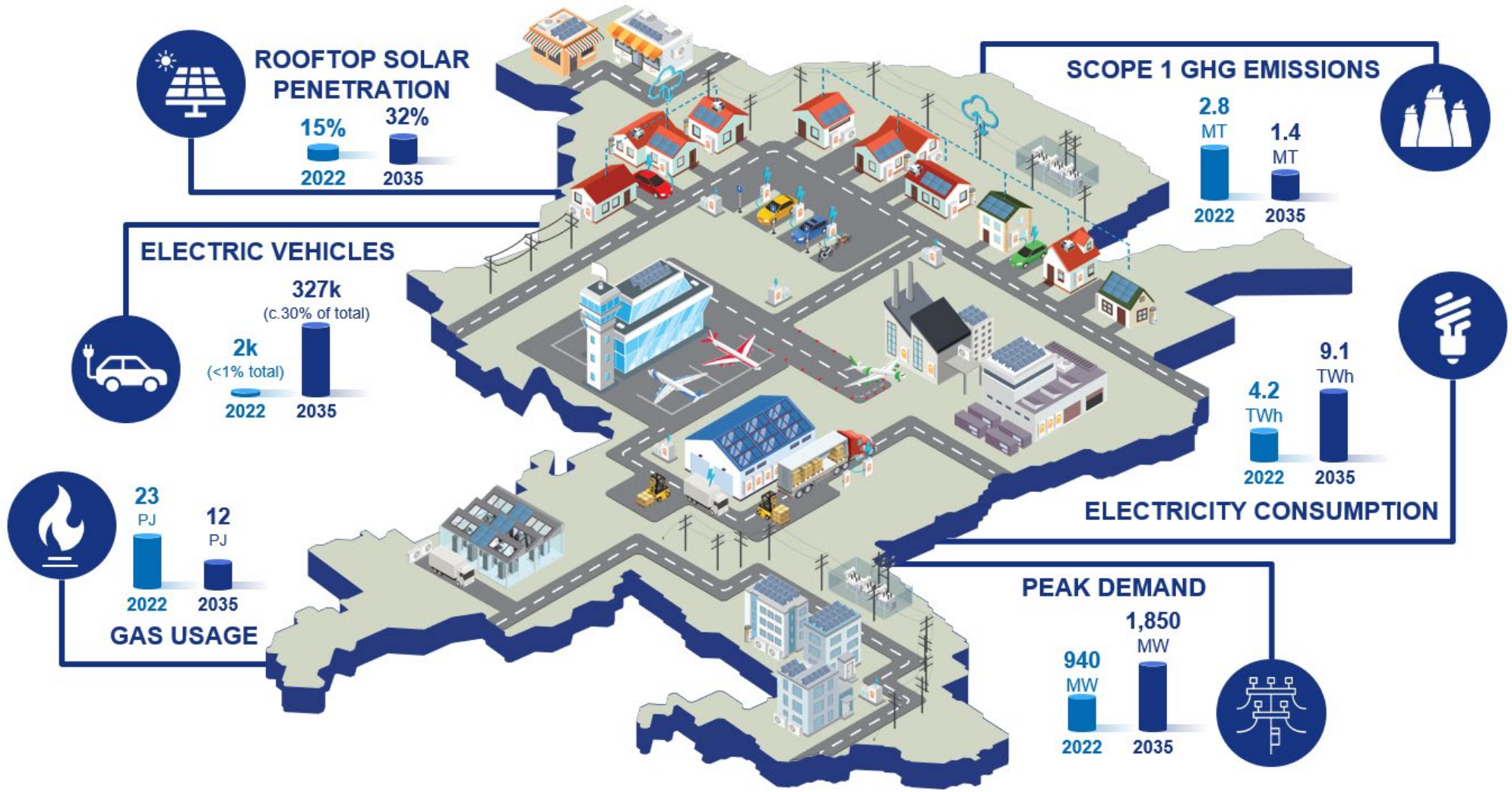
78,000+
Public lights



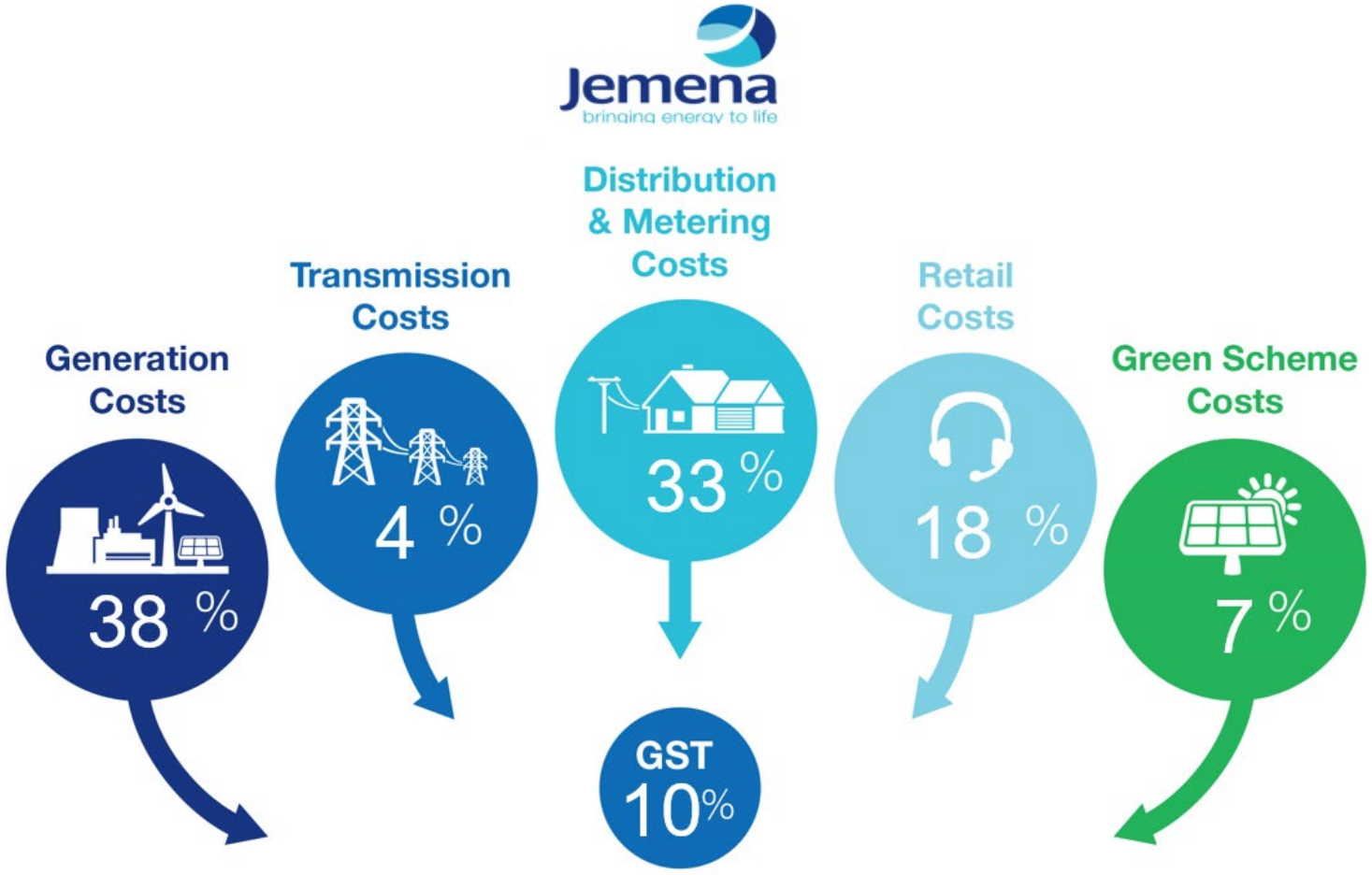


Preparing for the future

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How your bill is calculated



$1,876

Typical annual electricity bill



Price reset process

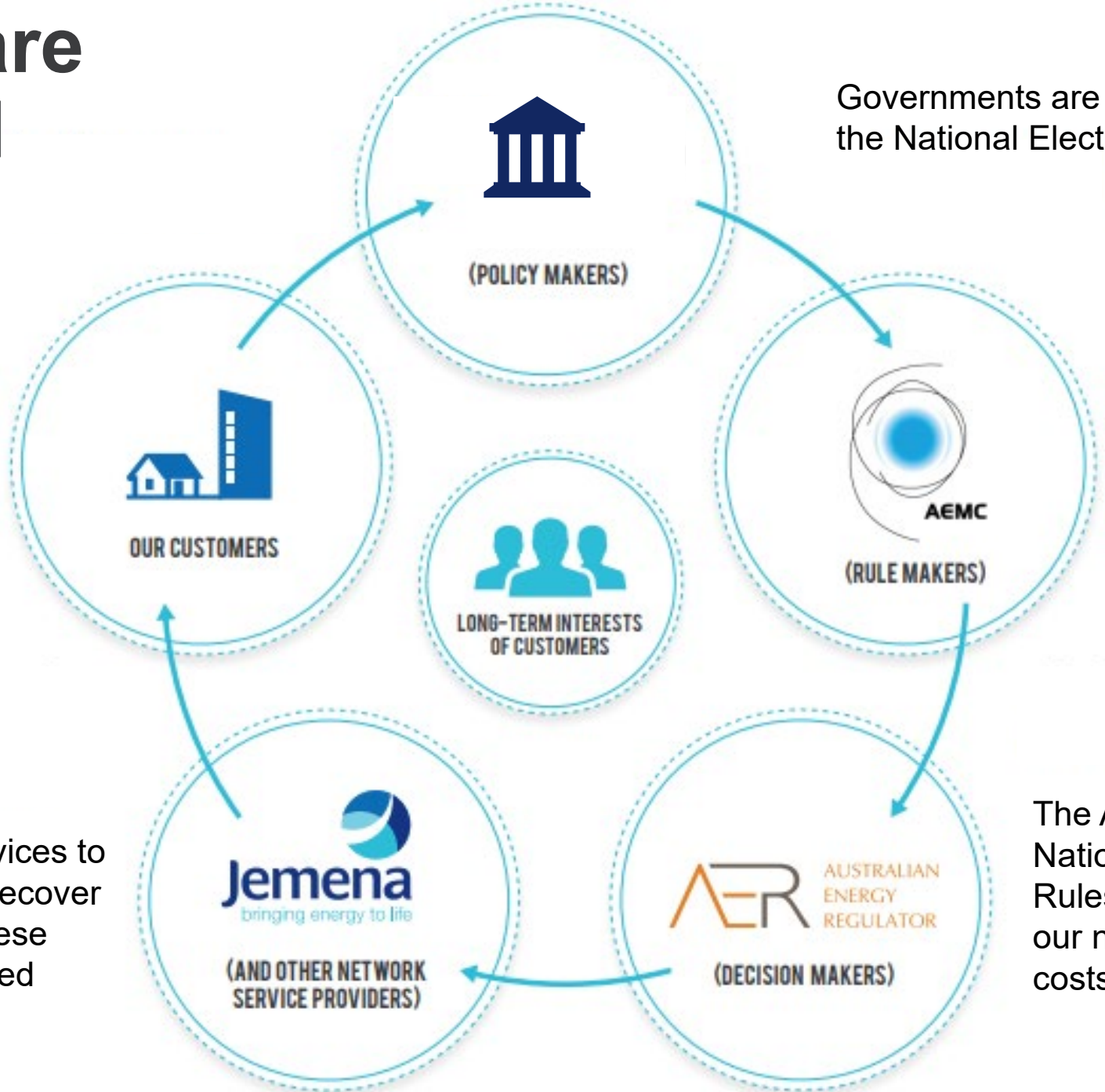




How we are regulated

Governments are responsible for the National Electricity Law

Electricity customers, taxpayers and the community influences policy makers

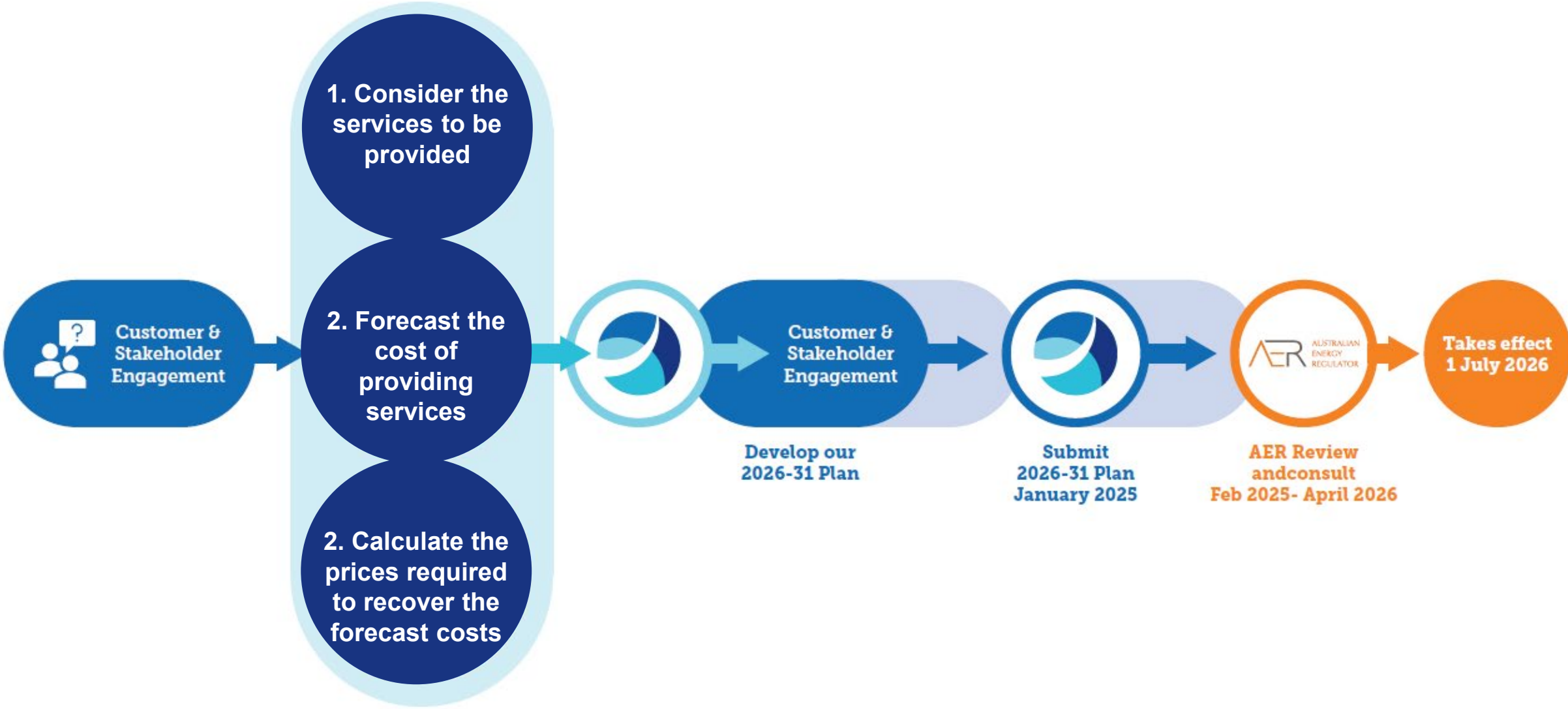


The AEMC determines and administers the National Electricity Rules

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

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

What is a price reset?



Why we have People's Panel

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**



What does it take to run an electricity network?







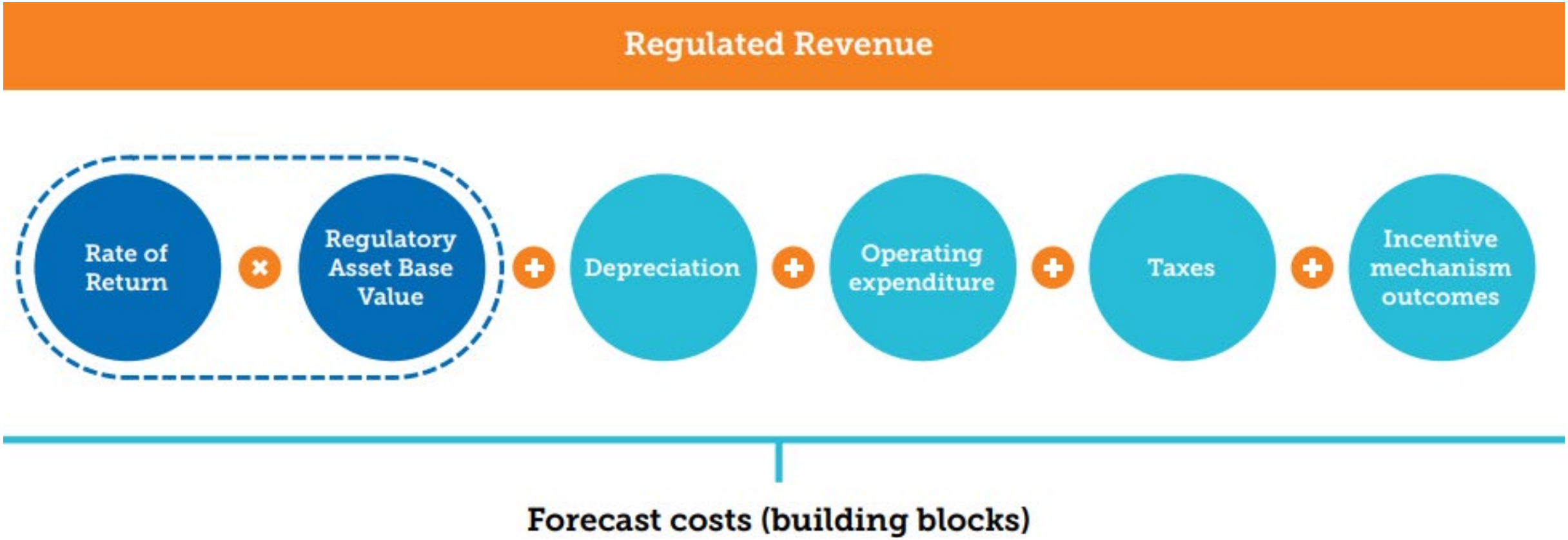








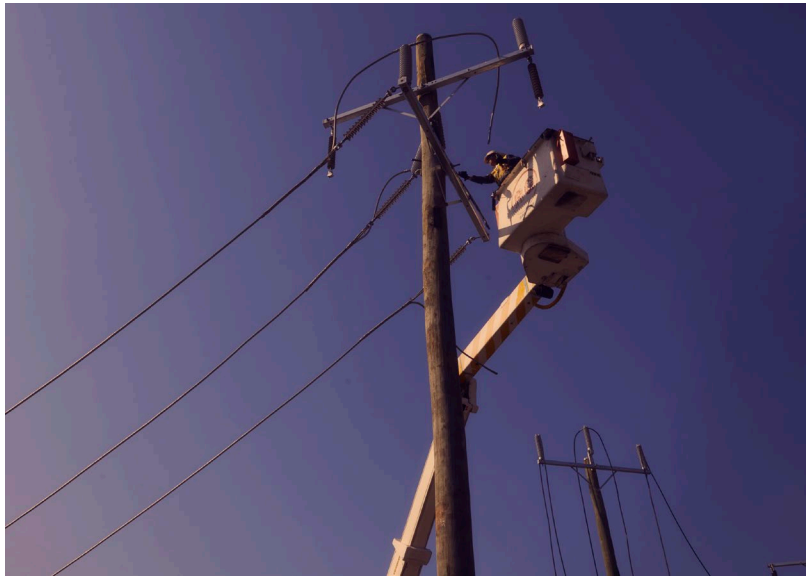

Revenue building blocks



Operational assets

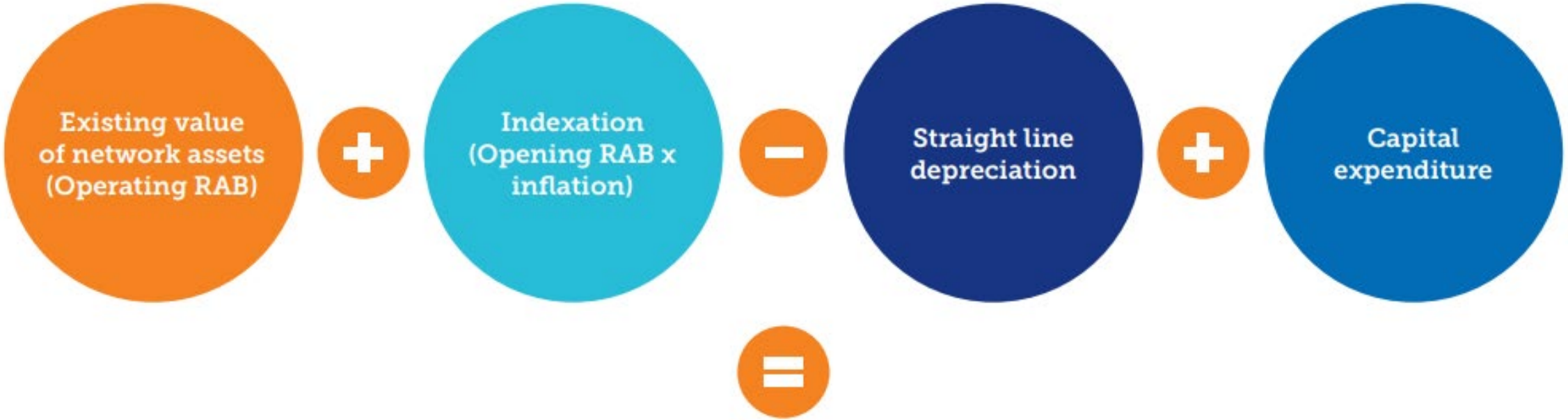






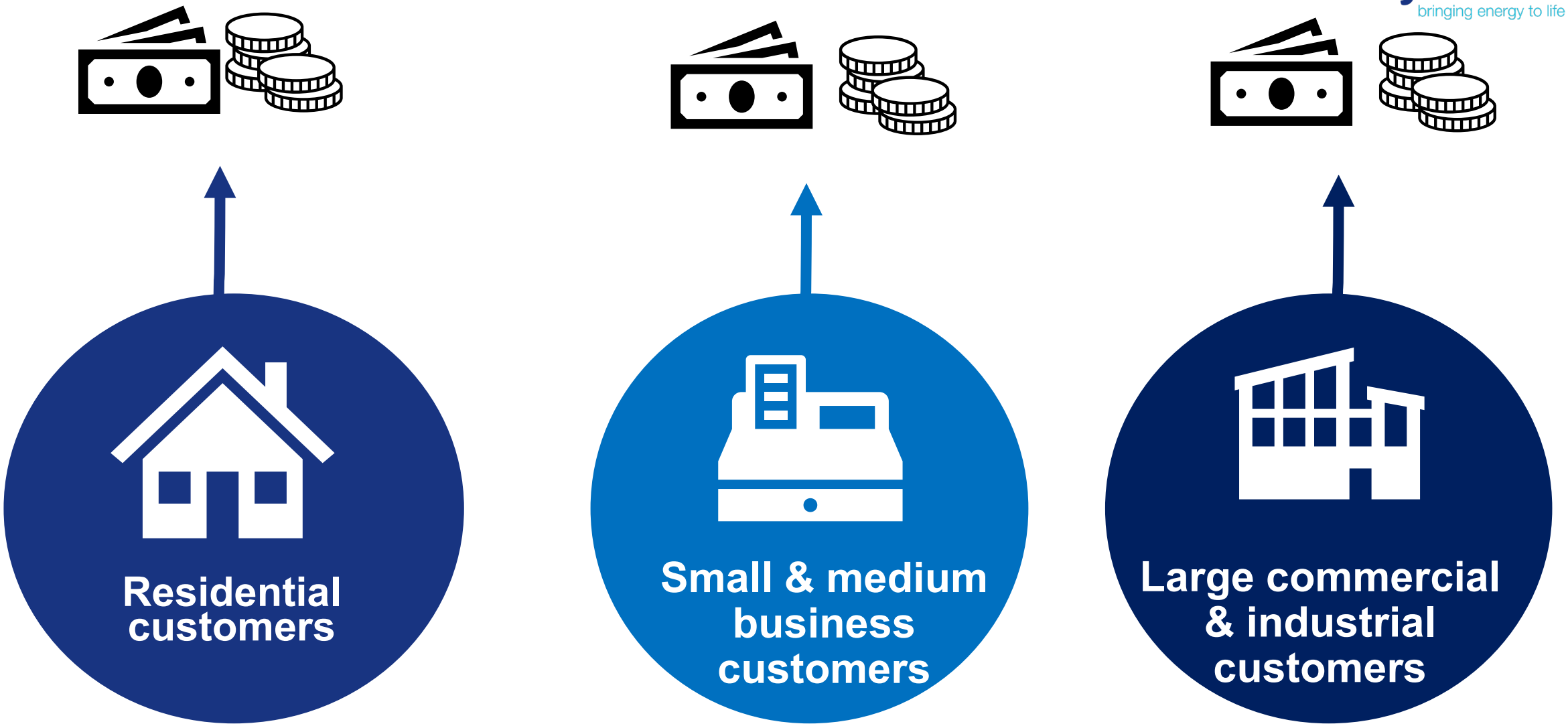
Regulated Asset Base (RAB) – how it is calculated

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How we recover these costs from our customers

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Using electricity during off peak and peak times

Peak time use – 3pm to 9pm







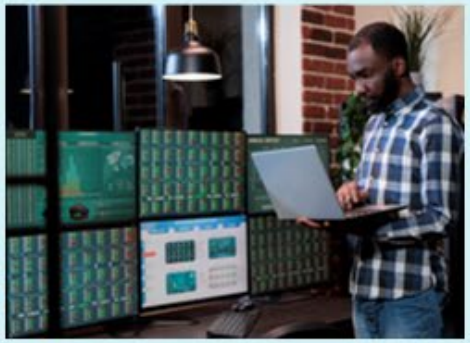




Off peak - all other times



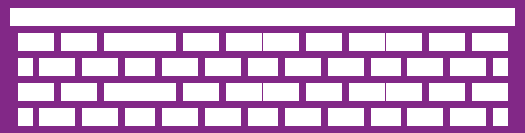



Jemena's residential tariffs

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Flat rate



Fixed daily charge

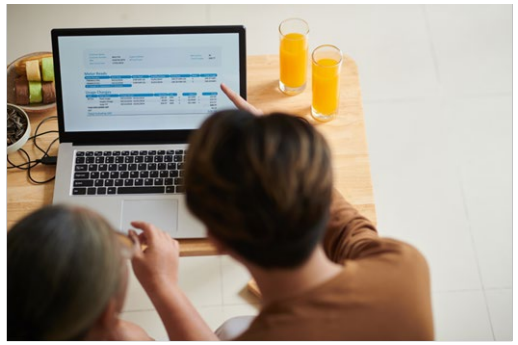
Time of use



Peak & off-peak charges

Default offer

Pricing principles to protect customers



- Fairness & equity
- Efficient cost
- Simple to understand
- Simple to implement



- Cost-reflectivity
- Efficient price signals
- Customer-reflectivity
- Adaptability



What changes are there with solar export tariffs?

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bringing energy to life





Feed-in charges and tariffs



TASK:

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

IN SMALL GROUPS DISCUSS:

WHAT IS YOUR **TOP QUESTION** FOR JEMENA ELECTRICITY NETWORKS ON THE TASK AHEAD?

WRITE NEATLY ON THE CARDS PROVIDED



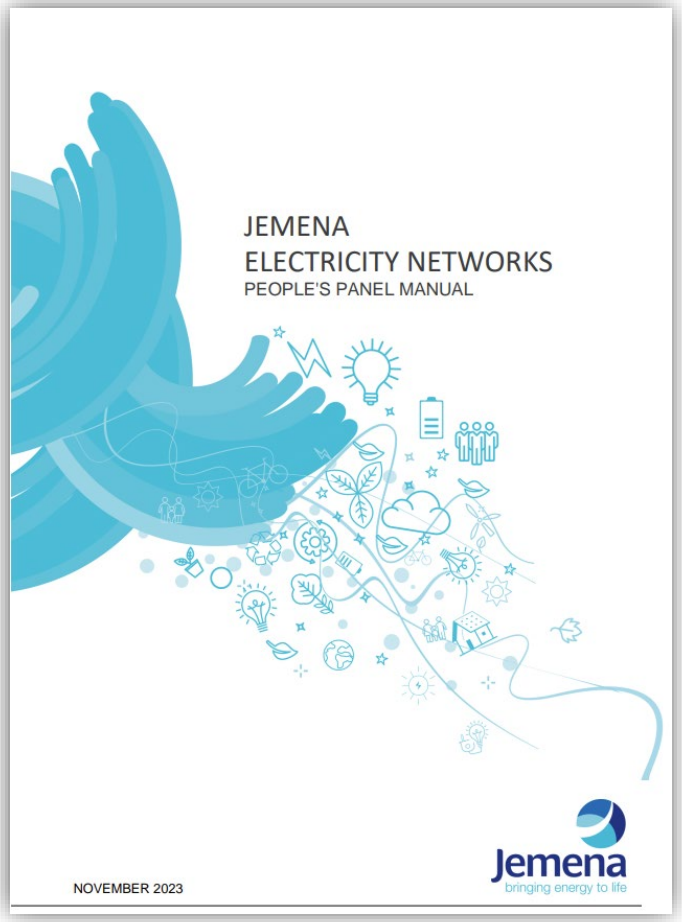


Q&A

Jemena


BREAK TIME
30 MINS
BACK AT 11AM

EXPLORING THE BACKGROUND INFORMATION – THE MANUAL



TIME TO REVIEW THE SUPPORTING INFORMATION TOGETHER

UNDERSTANDING THE PROCESS

Step 1 Make note of the number between 1 - 5

Step 2 Find others with same number
(i.e. all the 1s, all the 2s...etc)

Step 3 Find a group of seats with your number,
max. 5 per group

Round 1

In your small group, you will ALL read the same section of the background report, as follows:

No. #	Names	Pages
1	Aiden, Vidya, Mark, Tess, Debra, Antoine, Heath, Niraj and Linda	1-6
2	Heath, Camilla, Yuet Ting (Yvonne), Simon, Mary Peggy, Jaimie, Don, Brian, Shany, Terra and Peter	7 - 15
3	Firoz, Alec, Veronica, Sina, Matthew, Jason H, Jodie, Jason W, Mohammadreza and Theodore	17-19, 30
4	Tenielle, Luke, Caycee, Alice, Wigrai, Skye, Nadine, Kerryn, Edric, Brinsley and Emma	20-24
5	Ricki, Fraser, Claire, Anne, Monika, Tamara, Nathan, Leanne, Rachael and Fiona	25-28

Round 2

You will now be mixed with **one person from each group (1,2,3,4,5).**

Take turns to **share the learning from your section** of information (last convo).

Capture the **top three insights** from your group.

You have **25 mins.**

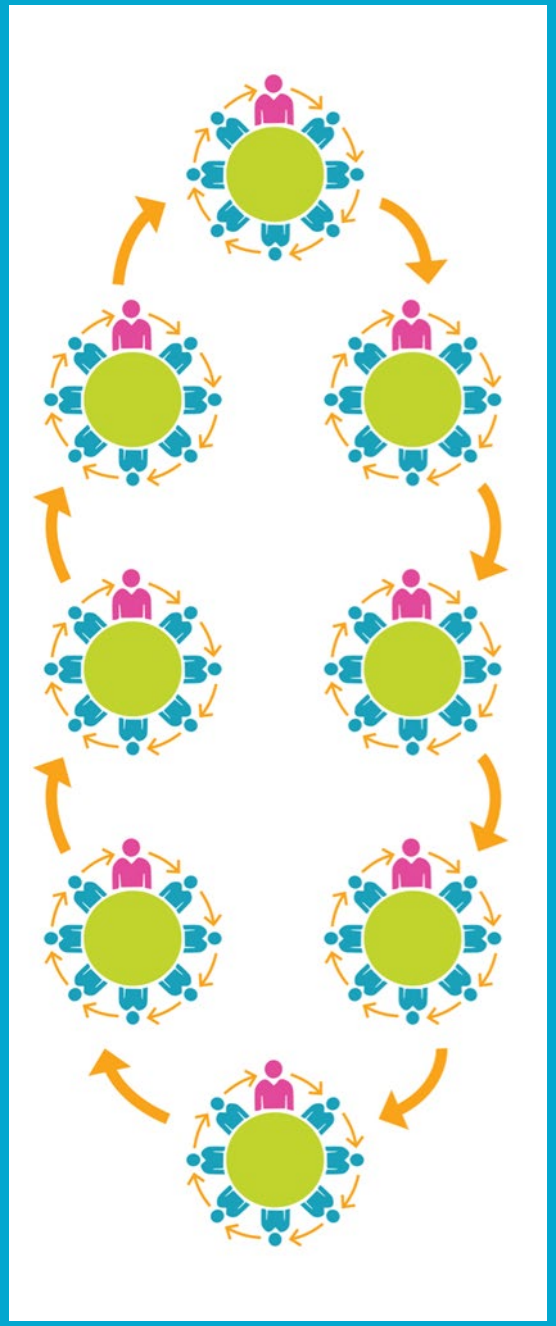



Lunch Time
break & review
your documents
Back at
1:40PM

Our challenge

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

HEARING FROM EXPERT SPEAKERS



Speed dialogue experts

Jemena
bringing energy to life

Future Network & grid stability experts



Theodora Karastergiou
Future Network & Planning Manager



Thanh Bui
Future Network Team Leader

Line Worker



John Torresan
Electrical Inspector Team Leader

Customer service expert



Lisa Mannix
Group Customer Experience Manager

Pricing & tariff expert



Sandeep Kumar
Group Manager Reg Analysis, Pricing & Strategy

Security & Risk expert



David Worthington
General Manager
Digital Security & Risk

Energy experts & Energy Reference Group members



Morley Muse (Dr)
Co-Founder and Director, iSTEM



Ruth Harland
Utilities Officer - Moonee Valley & Maribyrnong



Neil Watt
Network Strategy Advisor

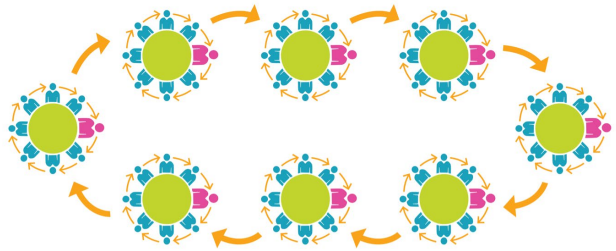
Speed dialogue

YOUR GROUP WILL BE VISITED BY A SPEAKER FOR 12 MINS

PLEASE TAKE A FEW MINUTES AT THE END TO CAPTURE A FEW NOTES ON THE TEMPLATE PROVIDED - THIS MOVES WITH YOUR SPEAKER

AT THE LOUD MUSIC, YOUR SPEAKER WILL MOVE TO THE NEXT GROUP

AFTER 4 SPEAKERS WE WILL HAVE A SHORT STRETCH BREAK




HALF TIME
STRETCH &
SHAKE IT OFF
BACK IN 10 MINUTES

Speed dialogue experts

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Utilities Officer - Moonee Valley & Maribyrnong



Neil Watt
Network Strategy Advisor



PANEL MEMBERS

SOME WORDS FOR OUR SPEAKERS HOW HAVE THEY HELPED US WITH UNDERSTANDING OUR CHALLENGE?



SPEAKERS

30 SEC SOUNDBITE: HOW DID THE PANEL GO WITH THEIR QUESTIONS?



ROUND OF APPLAUSE FOR OUR SPEAKERS!



TAKE A BREAK

back at
4.10pm



INFORMATION GAPS

TASK: Information gaps and speaker nominations

IN SMALL GROUPS DISCUSS:

WHAT IS YOUR INFORMATION GAP?

IS THERE A SPEAKER YOU WANT TO HEAR FROM? OR IS IT A REPORT?

BE SPECIFIC AND REALISTIC!



WHAT ARE OUR INFORMATION GAPS?

VOTE ON YOUR TOP 8 SPEAKERS THAT YOU WOULD LIKE TO HEAR FROM

JEMENA ELECTRICITY NETWORK WILL DO THEIR BEST TO SOURCE THE INFORMATION AND SPEAKERS OR FIND SUITABLE REPLACEMENTS

WE WILL HEAR FROM EIGHT SPEAKERS ON DAY 2



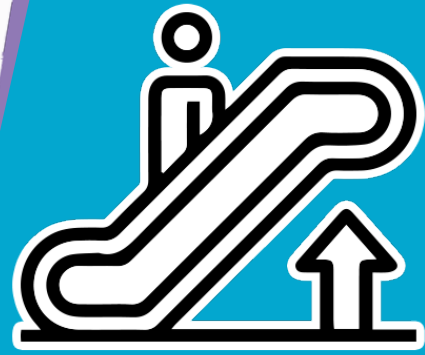
How did we all go?



START



STOP



CONTINUE

WE ARE LOOKING FOR A FEW PEOPLE TO **PARTICIPATE IN A QUICK VOXPOP VIDEO INTERVIEW**

See us if you would like to share your experience with us



Next steps

Before you leave:

- Volunteers stay for a quick voxpop

In the follow up email (next week):

- We will share your critical thinking questions, insights and information gaps captured today

On GridTalk:

- We will upload your Q&A from today later in the week

NEXT SESSION

SATURDAY 3 FEBRUARY 2024

9.00AM – 5.00PM

Town Hall Broadmeadows

Don't worry there will be lots of breaks!



Thank you

Jemena