



Small & medium business forum: Moving to a sustainable future

May 2024



Jemena

Your Facilitators



Belinda Lowing
(She / Her)
Senior Facilitator



Jody Kingston
(She / Her)
Senior Facilitator

WORKING WELL TOGETHER



Stay present



**Remember everyone
feels differently about
this**



Be kind

Purpose

Jemena is keen to capture your views as small and medium business customers for its **Regulatory Price Reset for 2026-31.**

You will have an opportunity to:

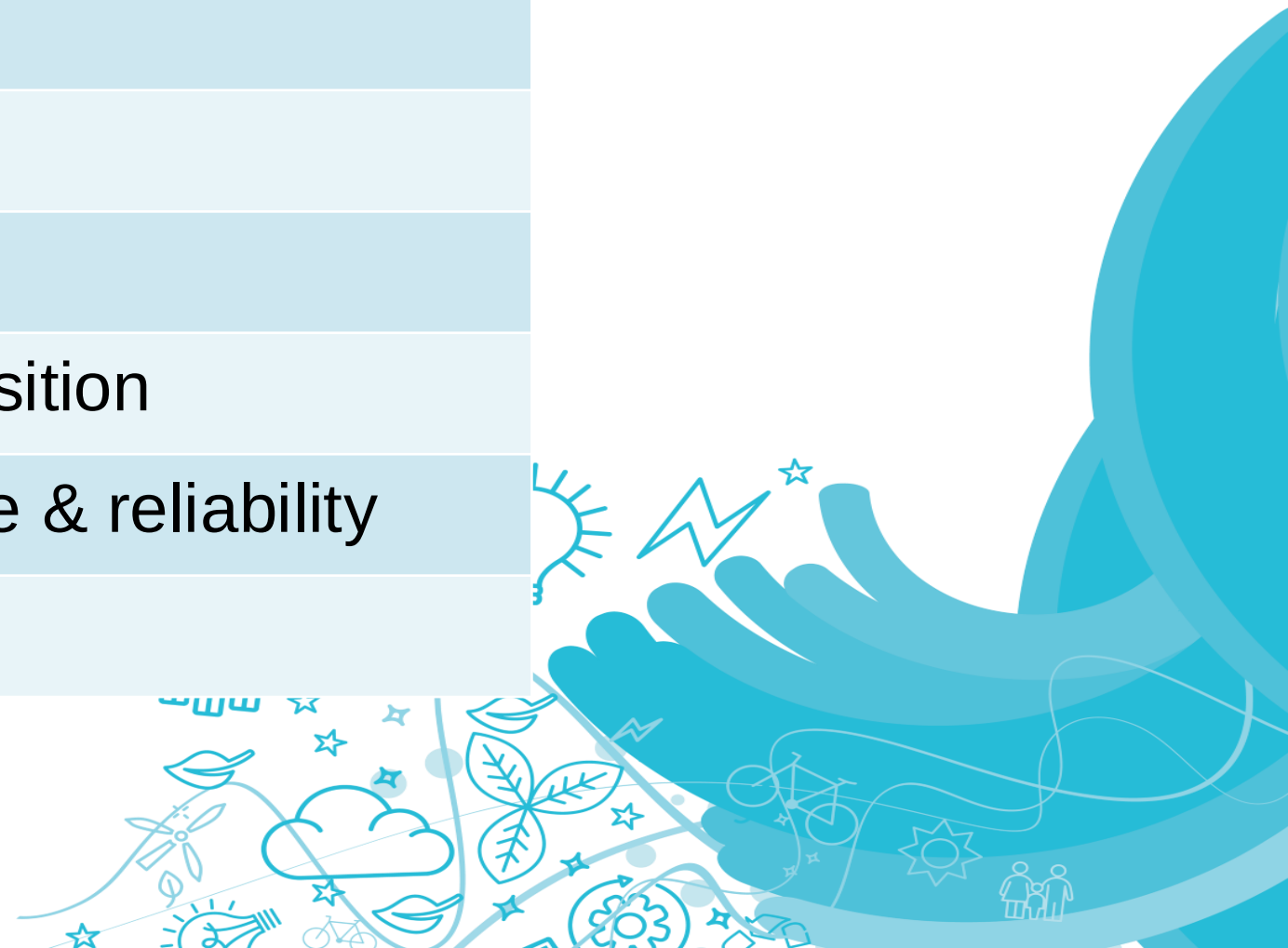
- be involved in engagement activities
- shape the five-year regulatory price reset proposal
- provide feedback and input on their energy priorities, preferences and challenges
- shape the future of the network.

Today: we will seek your views on specific topics of interest such as:
Affordability / Pricing Equity / Network Reliability



Agenda

TIME	TOPIC
9.30	Welcome
9.40	Jemena Overview
10.00	Pricing & Equity
10.30	Electrification & Energy Transition
11.00	Network Outages – resilience & reliability
11.20	Reflections



**What's top of mind for you
coming into this session
today?**

Activity



Welcome

Johan Ng
Commercial Manager



Jemena

"To hear, to listen, to think."

Our Vision

*Creating sustainable energy
solutions with communities*



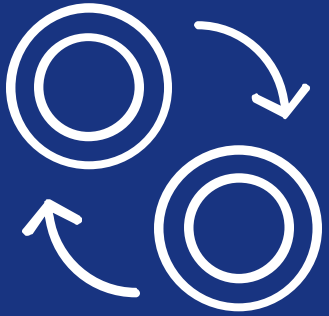
*Right: artwork prepared by Chern'ee Sutton from Mount Isa for
Jemena's Reconciliation Action Plan.*

Our challenge

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



Megatrends impacting electricity distribution



Decentralisation



Digitisation



Decarbonisation



Electrification



Rise of energy storage



Help shape the 2026-2031 proposal



Cost reliability and sustainability

Impact of power outages



Questions



Pricing and equity – tariffs and how we charge

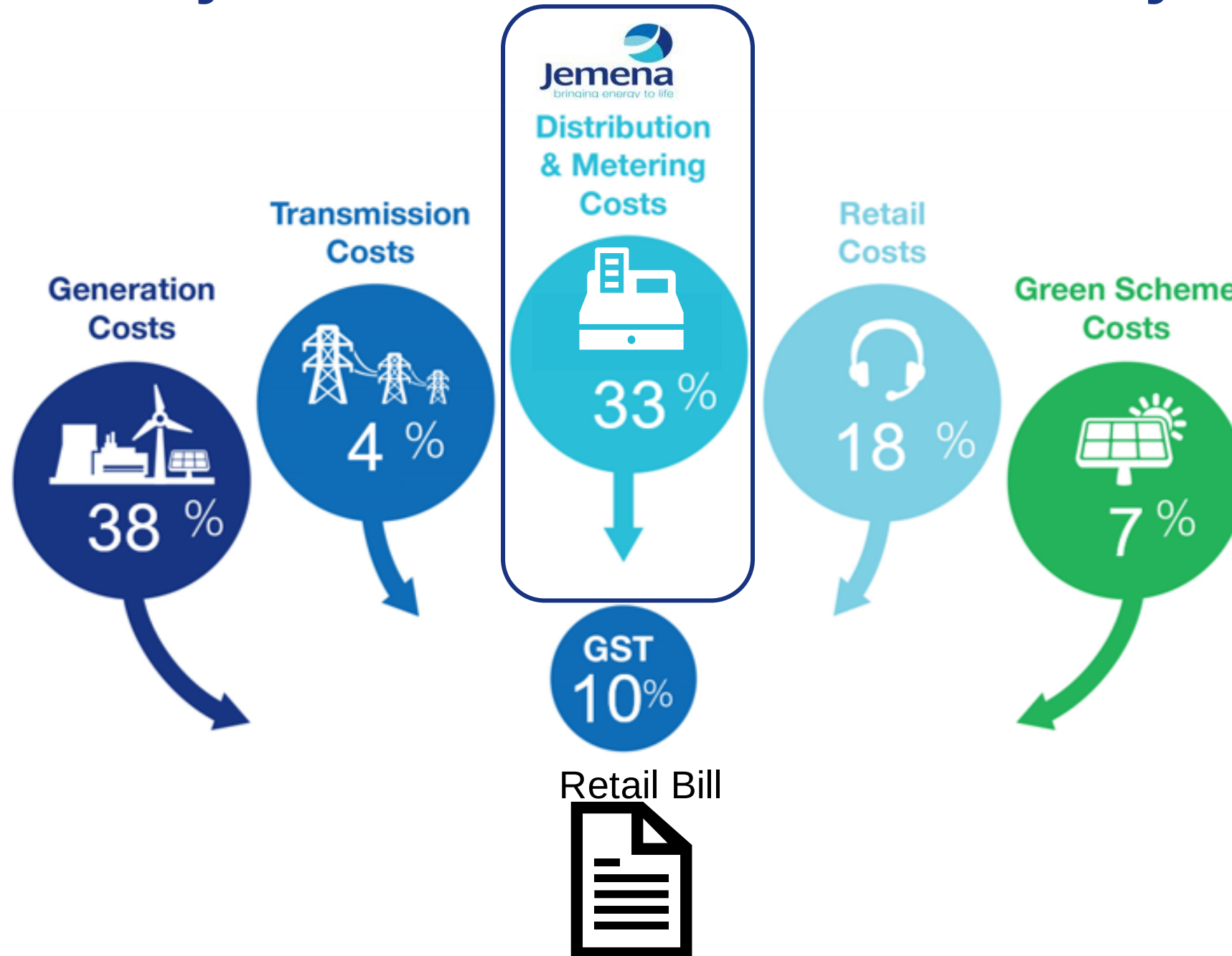
Luisa Hall
Senior Pricing Analyst



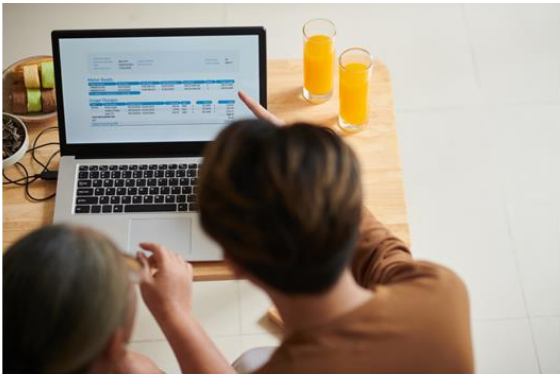
What does it take to run an electricity network?



How your bill is calculated currently



Pricing principles to protect customers



Fairness & equity



Efficient cost



Simple to understand



Simple to implement



Cost-reflectivity



Efficient price signals



Customer-reflectivity



Adaptability



Using electricity during off peak and peak times



Peak time use – 9am to 9pm

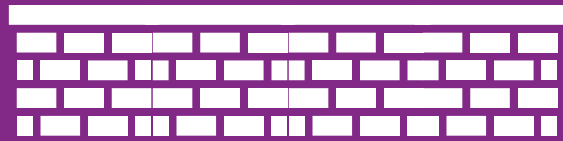


----- Off peak - all other times



Jemena's small and medium business tariffs

Flat rate



Fixed daily charge

Time of use



**Peak & off-peak
charges**

Default offer



Questions





Activity – pricing &
equity

Questions for you:

- As a small business, what is most important to you when it comes to network pricing and tariff structures?
- What other considerations does Jemena need to consider when it comes to network pricing and tariff structures?



GroupMap

**We will be using
GroupMap today
to collaborate**

**Keep link open
– we use often**



Electrification and the energy transition

Matthew Serpell
Program Director



Jemena
bringing energy to life



Electrification & challenges

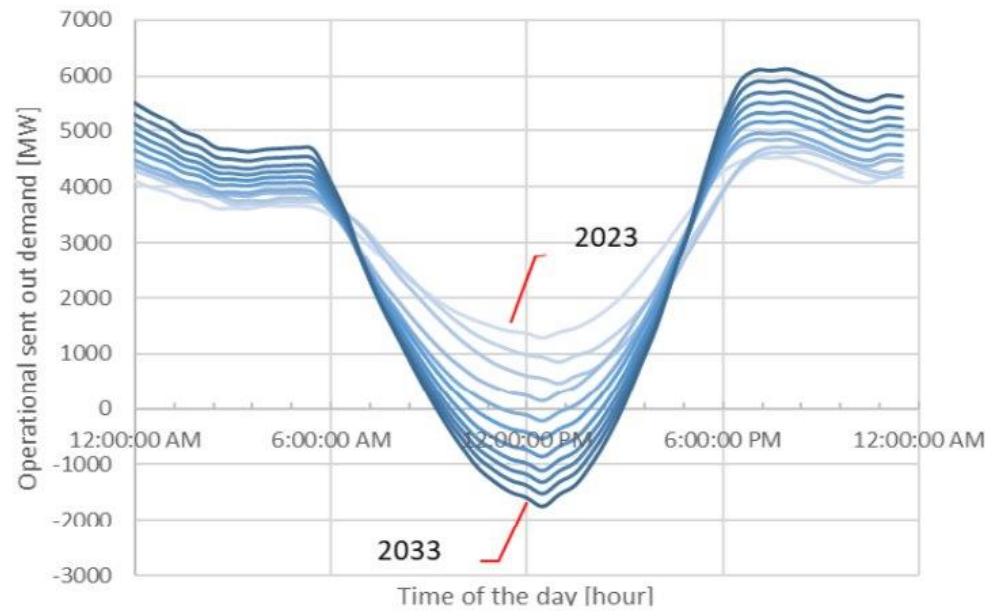
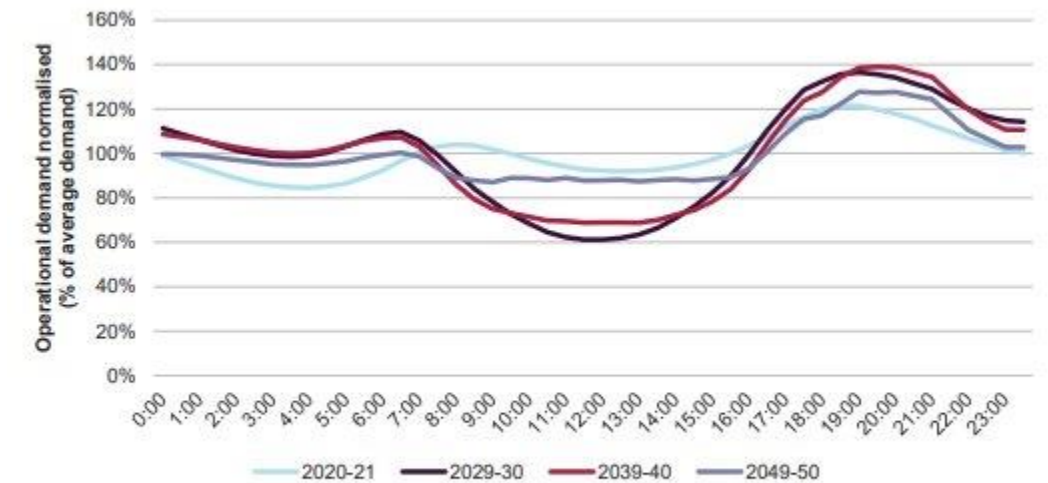


Figure 21 NEM normalised average time of day operational demand, actual and Step Change



© AEMO 2022 | 2022 Integrated System Plan

Figure 1 Forecast Victorian daily load profile on minimum demand day (2023 -33)





Basic Connections Process





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Activity – electrification
& the energy transition

Questions

- As a business customer what do you want Jemena to understand about your electricity needs?
- How could Jemena best support you during the energy transition?

Network outages

Resilience & reliability

Matthew Serpell
Program Director



Challenges the network faces: Resilience



Maribyrnong river flooding on 14 Oct 2022



Storm damage 13 Feb 2024

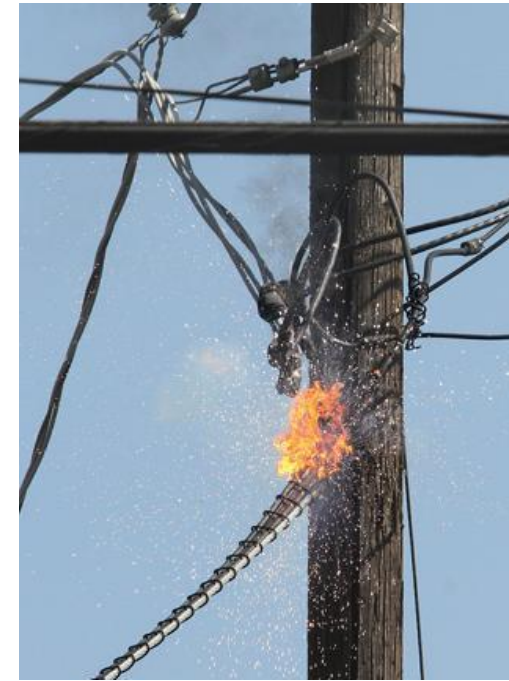


Network reliability and resilience

Resilience

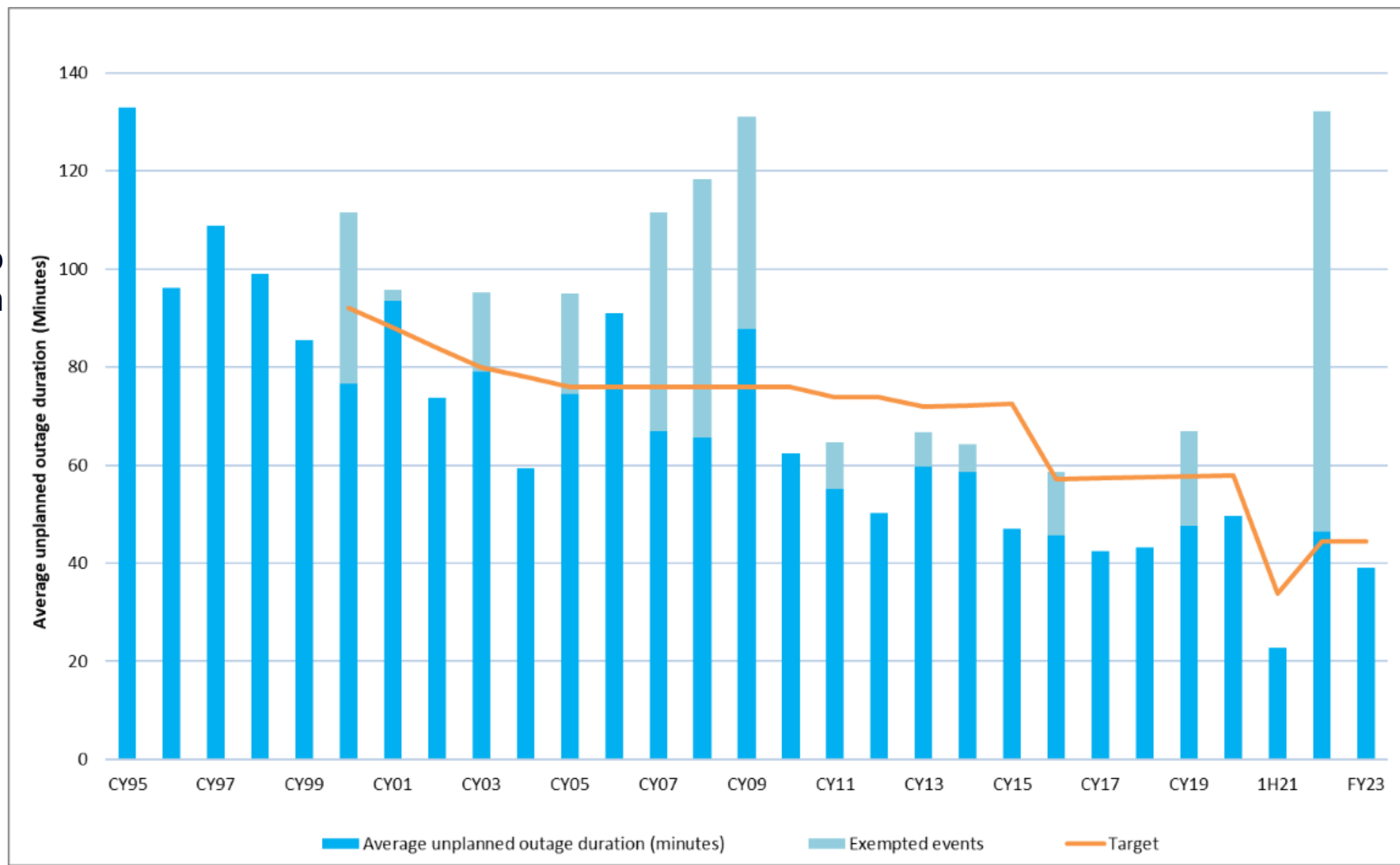
versus

Reliability



Jemena network unplanned outages duration (1995-2023)

System
Average
Interruption
Duration
Index
(SAIDI)
Minutes



Under
40
minutes



Questions





Activity – resilience &
reliability

Questions

- What are the impacts of network outages that you want Jemena to be aware of?
- What factors do you want Jemena to consider when it comes to network planned and unplanned outages?

Our challenge

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

What else could Jemena consider from your perspective as a business customer?





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How did we go?



Like



Wish



Wonder

**to hear,
listen
and think**

