People’s Panel Session – Day 2

3 February 2024



Jemena

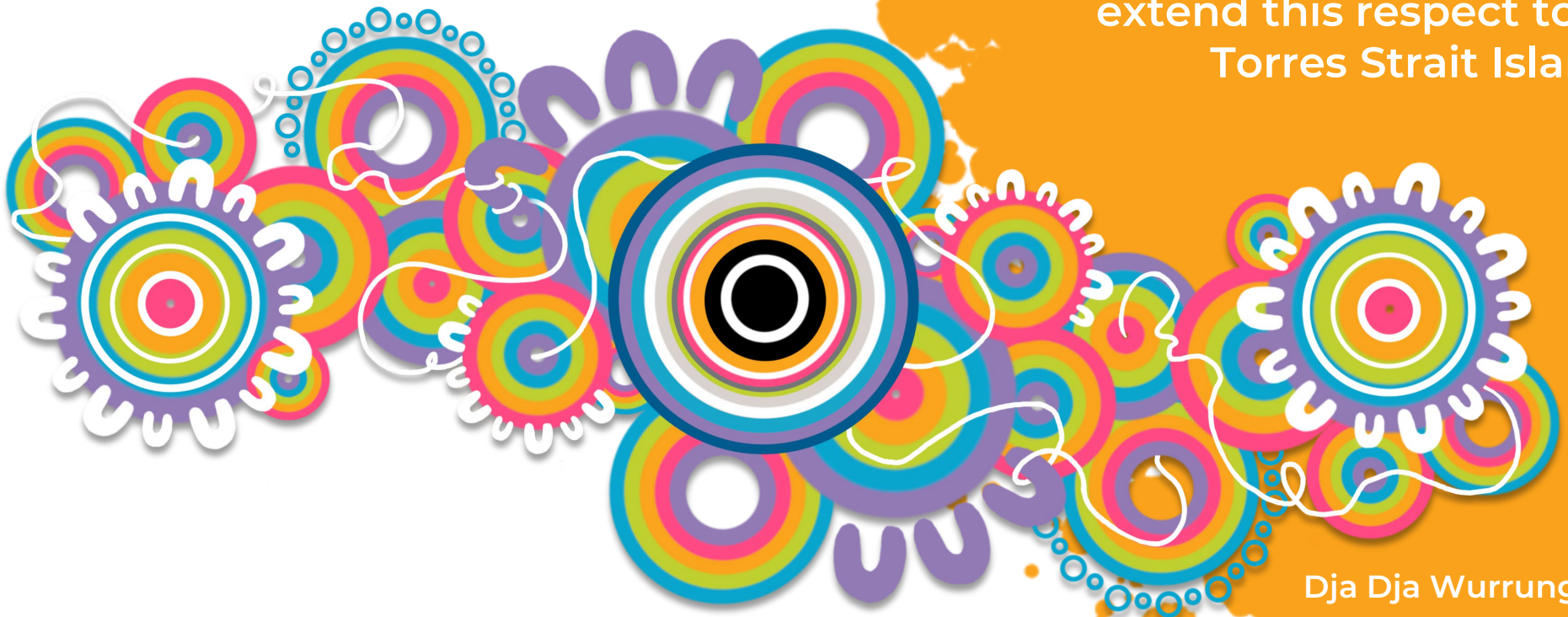

ROOM
CLOSED

Acknowledgement of Country

Let's begin by acknowledging the Traditional Custodians of the many lands on which we respectively meet today.

We acknowledge and respect their continuing connection to the land, water, culture and the contribution they make to the life of our community.

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



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

YOUR FACILITATORS



Lyndal Mackintosh

Principal Facilitator



Jody Kingston

Facilitator



Fox Gillen

Facilitator

Our purpose today

DAY 2

- A site visit
- Dilemmas & tradeoffs
- Panel nominated speakers
- Jemena's challenges
- Connector roles:
  - Customer Voice Groups
  - Energy Reference Group



AGENDA

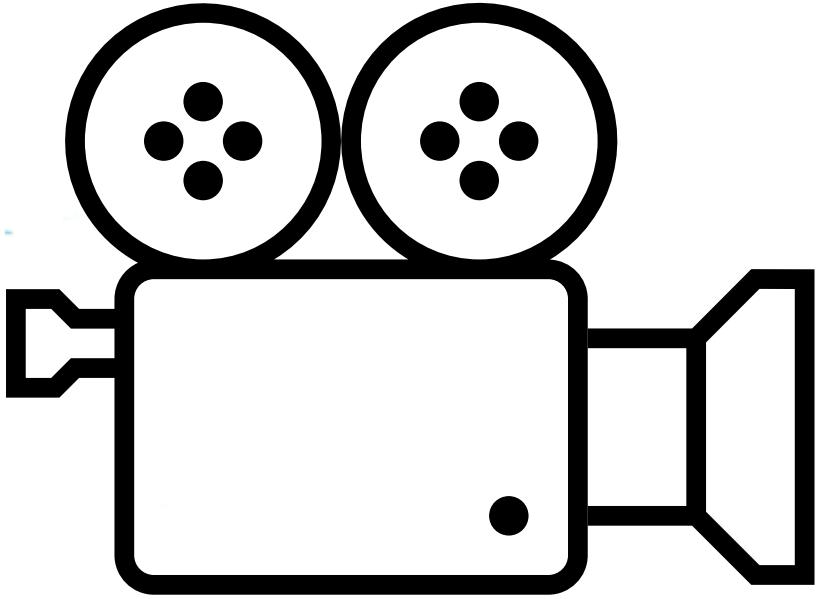
9.00AM	**Welcome and getting started (room closed)**
	Announce observers
9.30AM	Site visit and display (morning tea during this time)
11.30AM	Dilemmas and tradeoffs
	Panel conversations and discussion with Jemena
12.45PM	**Lunch**
1.30PM	Speed dialogue with expert speakers
3.35PM	**Afternoon tea**
3.50PM	Engagement program connections
4.20PM	**Final messages and Close (4.30PM)**

45 MIN BREAK

15 MIN BREAK



PHOTOGRAPHS & VIDEOGRAPHY



Milk VIDEO

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

WE ARE LOOKING FOR PEOPLE TO

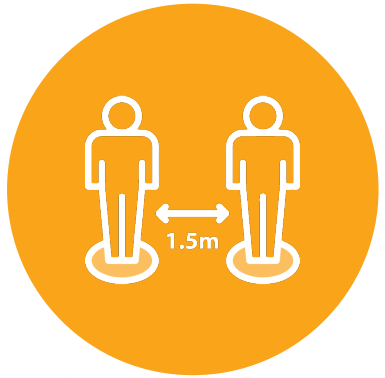
PARTICIPATE IN A QUICK VOXPOP VIDEO INTERVIEW

SHARE YOUR EXPERIENCE:

WHY DID YOU SAY YES?
WHAT DID WE DO TODAY?
WHAT ARE YOU CURIOUS ABOUT?



BEING SAFE TOGETHER



Distancing 1.5m



Masks

personal preference



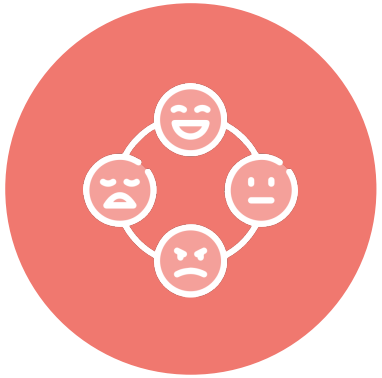
Individual devices



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

Jemena People's Panel Working Agreements

We will....

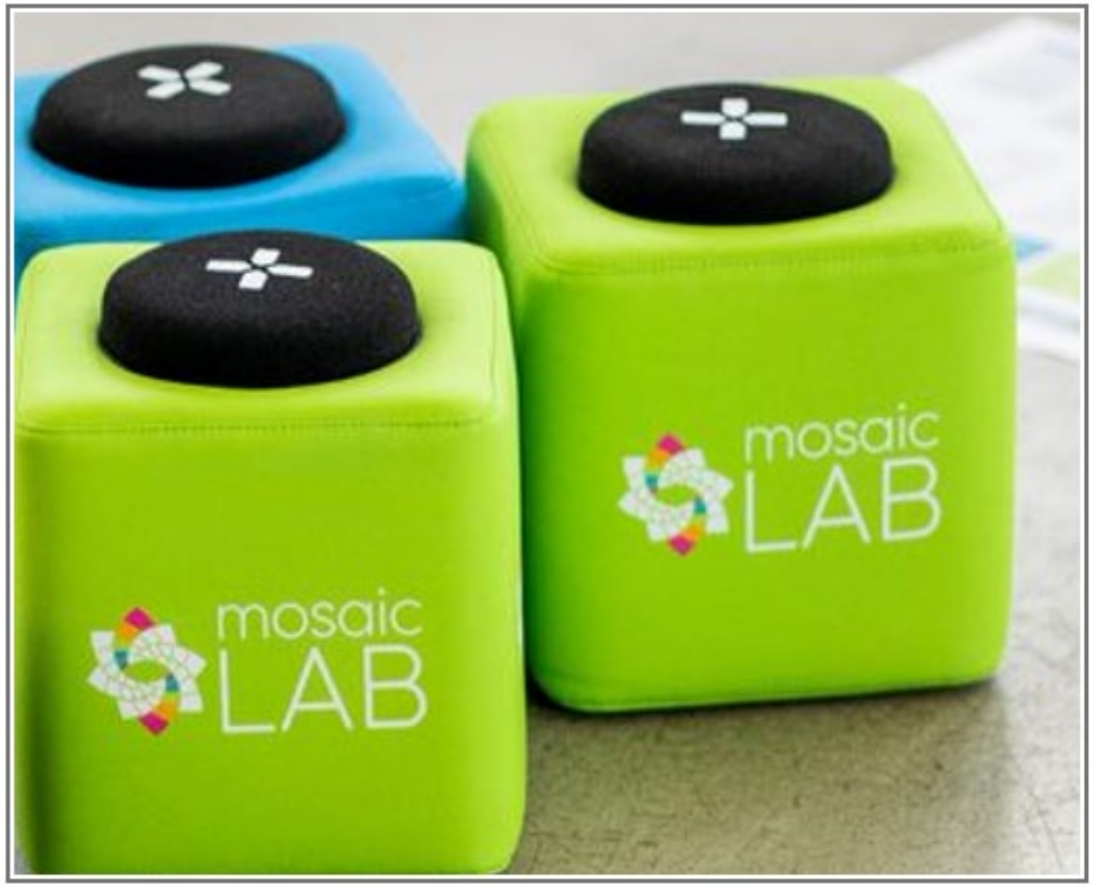
- Learn with openness and promoting equal voices
- To achieve successful outcome
- Every idea has merit and valued
- Share and listen!
- Genuine collaboration and back it up by facts
- Respecting each other
- Get a results!

Jemena
bringing energy to life



Things to remember...

- Share the speaking time
- Make sure we talk clearly into the mic
- Give it a hug, they like hugs!



OUR ROADMAP – JEMENA PEOPLE'S PANEL AGENDA

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

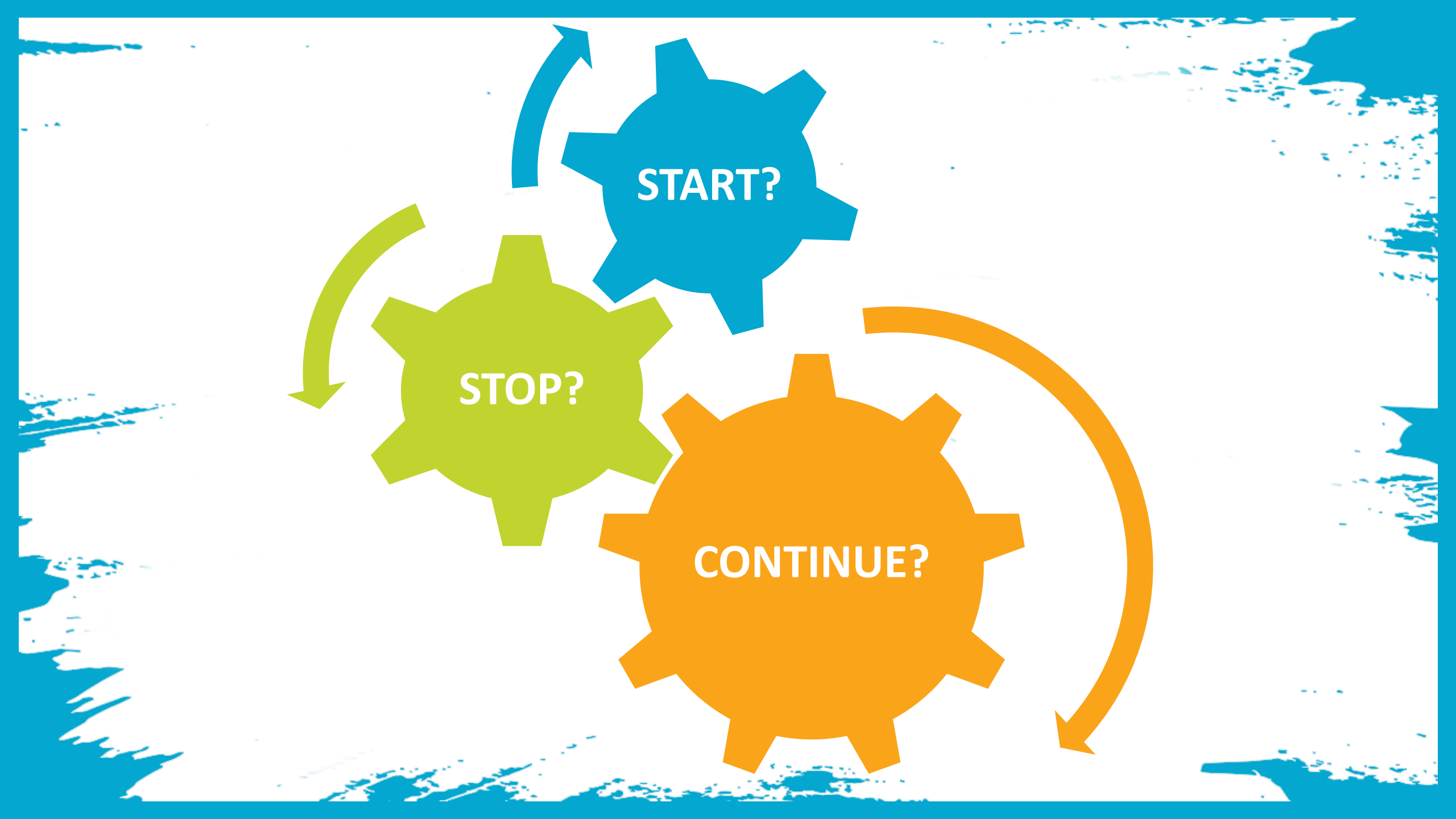
Let's connect



CHAT TO YOUR NEIGHBOUR

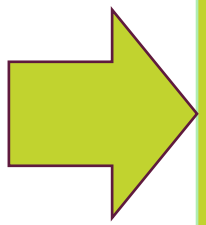
WHAT WILL HELP TO BRING YOU BACK TO OUR WORK TOGETHER?




START?
STOP?
CONTINUE?

START – WHAT DO WE START DOING?

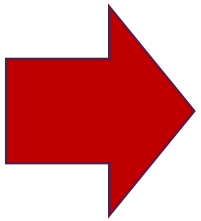
- Structured consideration of the objective and focus on the end goal
- Provide clarity on overall process and how we achieve our final report
- Spend more time on detail, Q&A opportunity, discussion
- Recap for next session
- Proper coffee with alternative milk options, more sugar, including soft drinks
- Formulating recommendations
- Different ways of sharing information and making questions easier to understand.
- More technical information and analytics and graphs + data, facts and case studies
- Information on the past pricing submission processes
- Fleshing out issues / viewpoints and debates and forming opinions
- Finish earlier before 4pm
- Setting tariffs
- Turning the temperature up
- Considering things more deeply We went broad. Need to narrow down
- Site visits e.g. control room, substations
- Safety orientation, Emergency planning, First aiders
- Being aware of certain individuals who really hog the talking time
- Watch spelling and grammar in written information
- A different approach to getting us into room and speaking up? Not sure suits all thinking styles
- Servicing hot food
- Supporting energy in the room with yoga, deep breathing and music
- Talk to not just residential customers but to business owners or even government. How can people with more money lead not just the residential renewables.



- We will share more on the process and how you will develop your report at the start of day 3
- We will provide alternative milk and fingers crossed for better coffee
- Use what is available to you for information – Gridtalk, the manual and do your own research
- Supporting the experience – temp control, we will check in, Yoga – if we have a yoga instructor in the room, please let us know
- Remind the panel of our working agreements “promoting equal voices”

STOP – WHAT DO WE STOP DOING?

- More time in various sessions - not enough time to complete tasks
- Too much sugar at refreshments (joking)
- Too much recapping
- Certain fill-in questions are too complex
- Reduce lunch break time
- Putting us in 'semi circles' - more rows facing the front
- Sometimes rushing through topics
- The chairs being so intimately close together in the semi-circle
- Belinda's dancing....poor Belinda! (actually, you dance so well!) Ps. don't stop please because I am having fun!
- Getting distracted by aspects beyond the Jemena remit



- We will work to balance timing with what you need and where we need to support you moving forward.
- Recapping, we will keep to a minimum and recap on core points like the remit.
- Seating maximises equal listening and speaking, we will continue to change it up.
- Dancing...no promises!
- As a group, work to keep yourself focused on the remit.

CONTINUE – WHAT DO WE CONTINUE DOING?

- Disseminating relevant information
- Access to Jemena staff
- Small group discussions
- Maintain level of interaction
- Mix of activities to progress to outcomes
- Staying on time Music in breaks
- Love the way the program is progressing, facilitators doing awesome
- Belinda dancing
- Respectful atmosphere and interactions
- Information supply and Q&As
- Catering was on point and regular breaks
- Talks by Jemena staff and other experts
- Conversations information Variety of views or options on energy use, future ,factors
- Building knowledge and information Collaborating Listening Inquiring
- Security about the system
- Being really great facilitators The amount of interpersonal engagement
- Jemena interaction and speed dialogue
- Collaborative supportive environment Jemena staff commitment
- Being supportive to each other
- Sending pre read and agenda Information sharing
- Being creative listening and caring
- Working together to listen, learn and to make decisions
- Caffeine and good food, good vibe and comfortable to talk



- Day 2 is another day jam packed with speakers and Jemena
- We will work with you to keep us to time and make sure we have good breaks (and great food)
- We have a coffee van!
- Continue the good work on living your working agreements to support each other

WE ARE ABOUT TO OPEN THE ROOM & WELCOME OUR

OBSERVERS

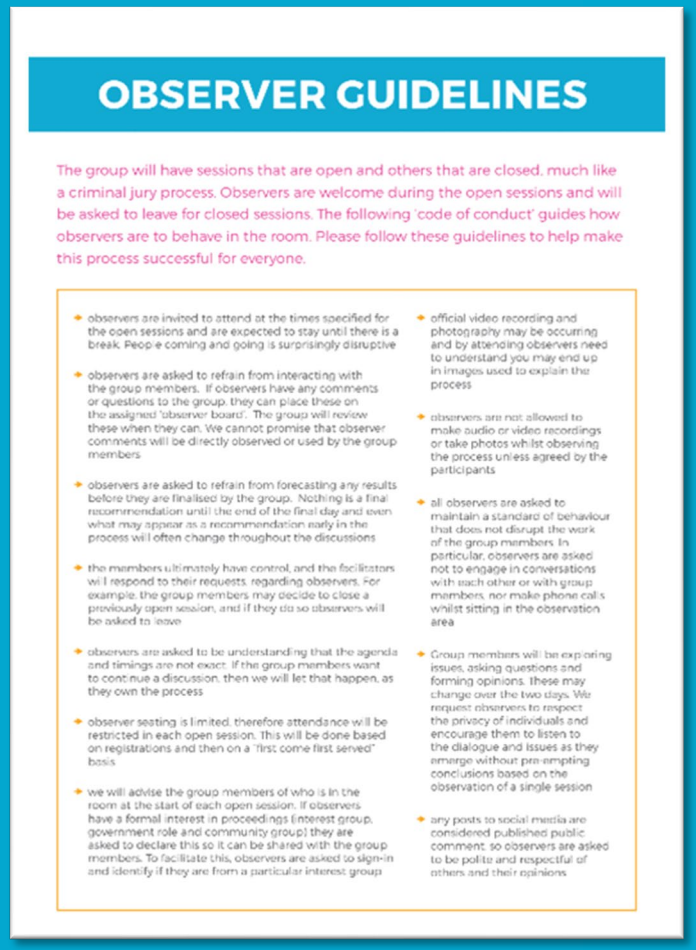
ROOM OPEN




“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.”

OBSERVERS

- **Albert Tse** Jemena Board Member
- **Shaun Reardon** Exec. General Manager Jemena Networks
- **Theodora Karastergiou** Future Network and Planning Manager
- **Matthew Serpell** Project Director
- **Kyle Redman** Independent Evaluator
- **Deb Capicchiano** Program Manager
- **Louise Baring** Customer Engagement Lead
- **Jennifer Hardman** Engagement Support and Comms Lead



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...

- are people from Jemena and organisations here to view the process
- attend open sections of the panel sessions
- adhere to the Observer Guidelines
- do not interact with the panel - they are observing the process

Our activities begin!



Jemena

Our morning's activities

Jemena has prepared a wonderful program for you this morning to help you think more about **who they are** and **what they do**.

Activity 1 **Broadmeadows Substation tour**

Activity 2 **Pop-up event** here in the carpark – a chance to **talk to line workers** and **view key assets and equipment**



SUBSTATION TOURS

GROUP A

9.30am to 10.30am

GROUP B

10.30am to 11.30am

MORNING TEA – SELF SERVE ☺

Substation tour safety requirements

To participate in the Substation tour, Panel members will need to:

- wear **fully enclosed footwear** (closed toe shoes)
- wear **pants**
- wear the **protective clothing provided by Jemena** (dustcoat & hard hat)
- be able **to walk up some stairs**, **stand and walk through the substation** (being on feet for approximately 20-30 mins)



Enjoy the Jemena activities and see you back at 11.30am



Jemena

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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bringing energy to life



Summary of the key challenges we face

Decentralisation

- This means that more energy is being created from a range of decentralised sources that put electricity back into the grid.

Digitisation

- The growth of data centre represents an opportunity for Jemena to increase the electricity throughput of its distribution network, benefiting all customers through increased scale in the long-term.

Decarbonisation

- From a network perspective, the more variable renewable generation sources that enter the system, the greater the need for flexible, dispatchable and coordination to maintain system reliability and security

Electrification

- For Jemena, this means our electricity network will be utilised more by delivering more electricity with the same or only small incremental investment, this will translate into lower prices for our customers in the long term. These benefits can only be achieved if the we work closely with customers, technology providers and regulators to orchestrate or coordinate how these changes operate in the electricity distribution system.

The rise of energy storage

- For Jemena, we need to work closely with customers, technology providers and other industry participants to coordinate the sharing and charging batteries at times that meet the network and electricity market needs.

Network hosting capacity for consumer energy resources

- Over the next regulatory period, we need to consider whether investments need to be made into new technology that will allow us to better monitor, manage and plan the network, to deal with ever increasing levels of CER.
- We'd like to use tariffs as a tool to make some of this augmentation unnecessary by incentivising different customer behaviour, as well as ensuring that the customers causing the network to incur the costs are those paying for them through their tariffs.

ONE CHALLENGE

+

DIFFERENT OPTIONS EACH WITH DIFFERENT IMPACTS (TRADE-OFF)

=

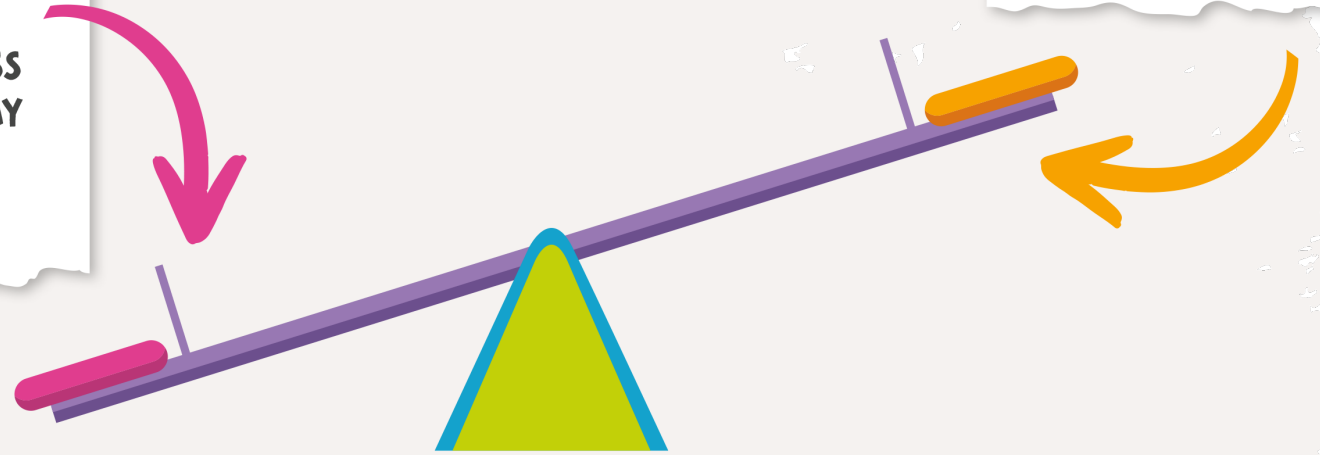
SUSTAINABLE SOLUTION

P.S. A TRADE-OFF IS A COMPROMISE THAT INVOLVES GIVING UP SOMETHING IN RETURN FOR GETTING SOMETHING ELSE.

FOR EXAMPLE

Pace of change

SLOWER AND LESS EXPENSIVE TODAY BUT PAID OVER LONGER TIME



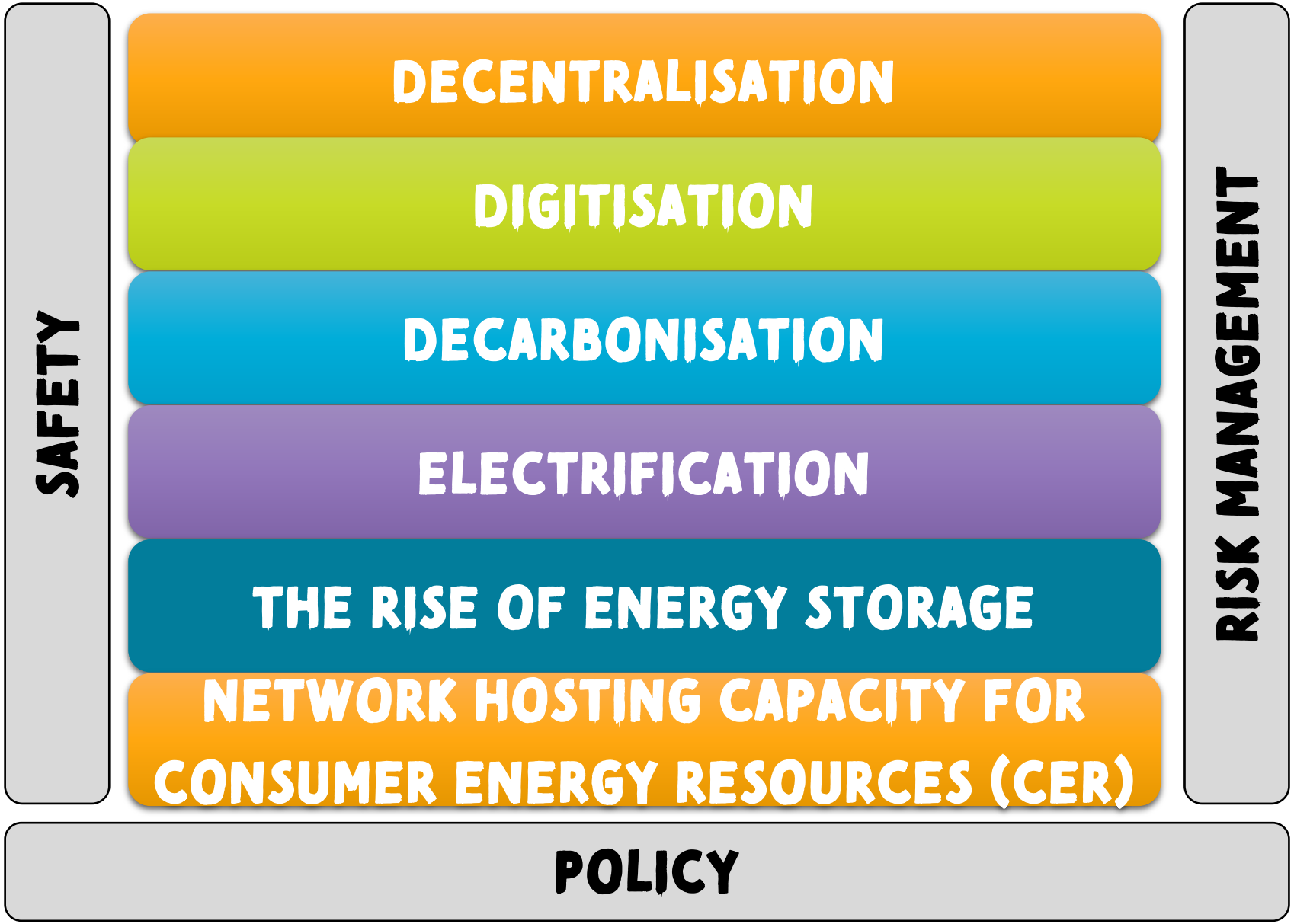
FASTER AND MORE EXPENSIVE TODAY BUT PAID OFF OVER SHORTER TIME

Jemena’s electricity network

Matthew Serpell
Electricity Regulation and Compliance Manager - Jemena



Jemena's Challenges - what's hard?



TURN TO YOUR NEIGHBOUR AND CHAT ABOUT...

"When we think about pricing and equity, what comes to mind about the challenges and trade offs?"



TURN TO YOUR OTHER NEIGHBOUR...

Looking at planning for a sustainable energy future, what comes to mind about the challenges and trade offs?



IN SMALL GROUPS OF 4...

Work out what you see as your top 2 challenges.

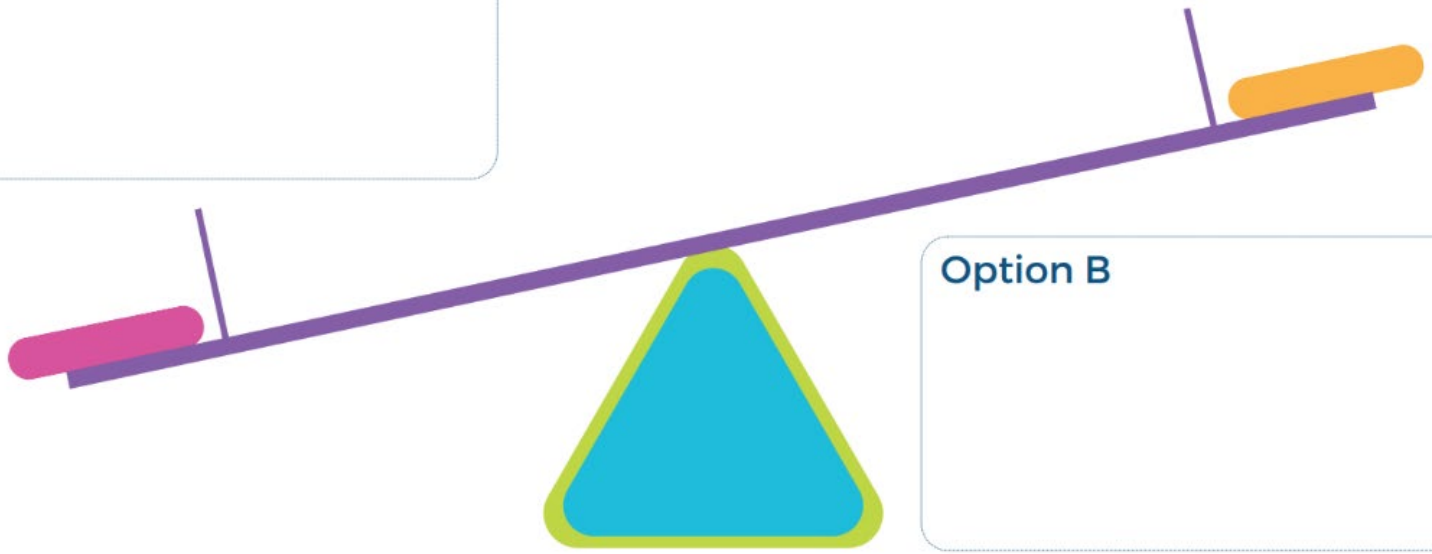
What are the different options (and impacts) that will need to be considered?

CHALENGES & TRADE OFFS

TRADE-OFFS

Option A

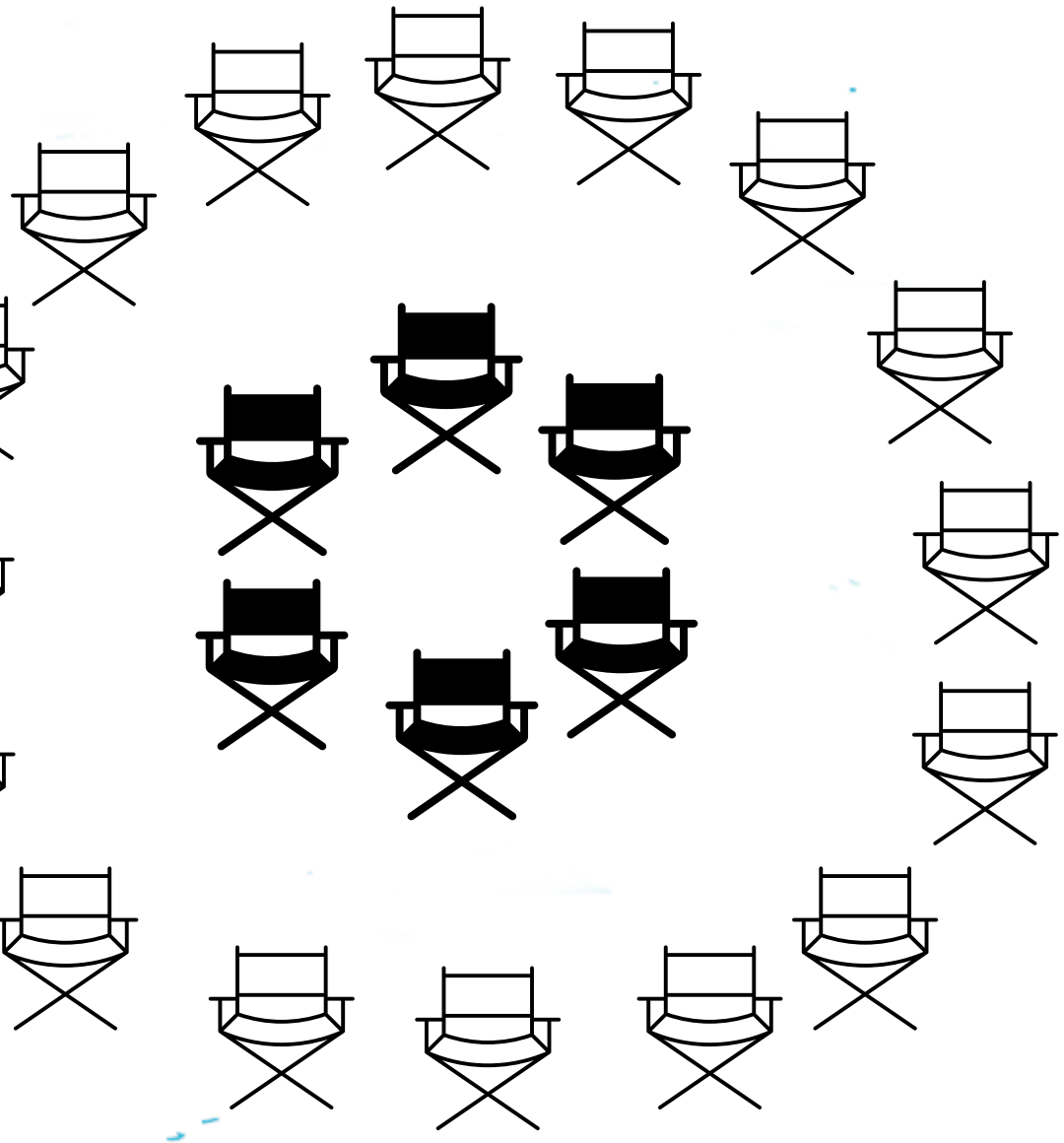
Think about our **challenge.**
What are the **different options** (and **impacts**)
we need to consider?



Option B

A CHALLENGE...

TIME TO 'FISHBOWL'





Jemena team



Shaun Reardon
Executive General Manager, Jemena Networks



Theodora Karastergiou
Future Network & Planning Manager



Matthew Serpell
Program Director, Electricity Price Reset

RULES OF A FISHBOWL

- We will start the conversation with Shaun, Theodora and Matt talking together about the challenges Jemena face.
- When we indicate, members of the panel can join the conversation to find out more or to ask a question
- To do this, you take one of the 3 seats in the middle. When you are finished you go back to the outside circle.
- Whenever someone wants to participate and move to the inner circle, a participant from the fishbowl must free a chair and move to the outer circle
- The panel take their own notes during this time
- Remember to share the time in the fishbowl

Jemena People's Panel Working Agreements

We will....

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

Jemena
bringing energy to life



WE ARE LOOKING FOR PEOPLE TO

PARTICIPATE IN A QUICK VOXPOP VIDEO INTERVIEW

SHARE YOUR EXPERIENCE:

Why did you say yes?
What did we do today?
What are you curious about?

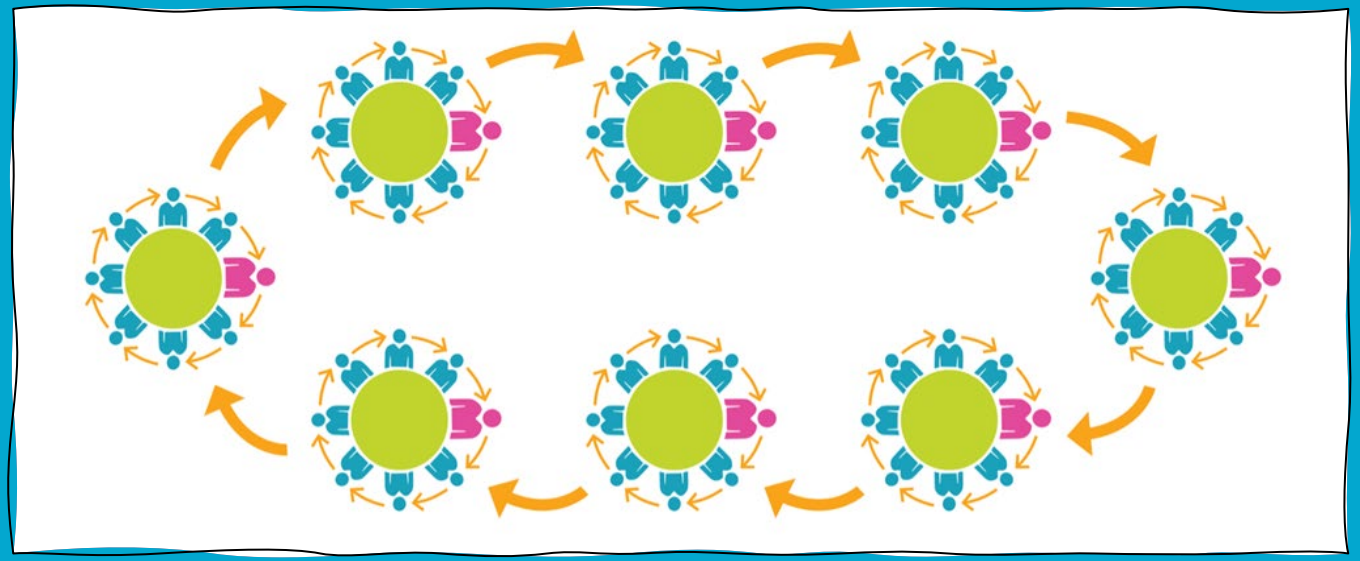




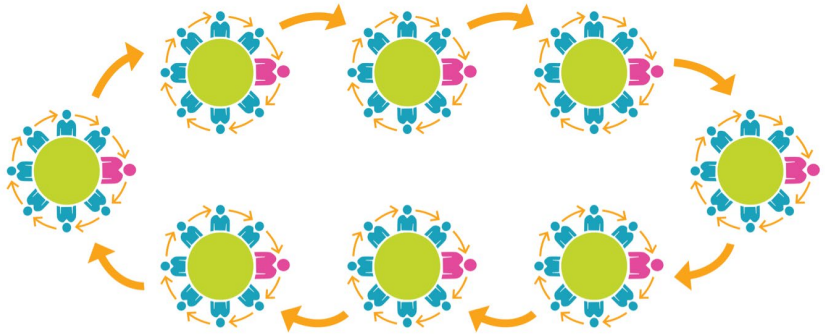
LUNCH

Back at 1:30pm

HEARING FROM YOUR EXPERT SPEAKERS



SPEED DIALOGUE



- Your group will be visited by a speaker for 12 mins
- This time, you are responsible for taking your own notes
- At the loud music, your speaker will move to the next group
- After 4 speakers we will have a short stretch break

Speed dialogue experts

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bringing energy to life

Sustainability



Shaun Reardon
Executive General Manager, Jemena Networks

Renewables and community energy resources



Timothy Shue
COO, Yarra Energy Foundation

Energy experts & Energy Reference Group



Ruchika Deora
Program Director Centre, New Energy Technologies

Future Network & grid stability experts



Theodora Karastergiou
Future Network & Planning Manager



Thanh Bui
Future Network Team Leader

Pricing & tariff expert



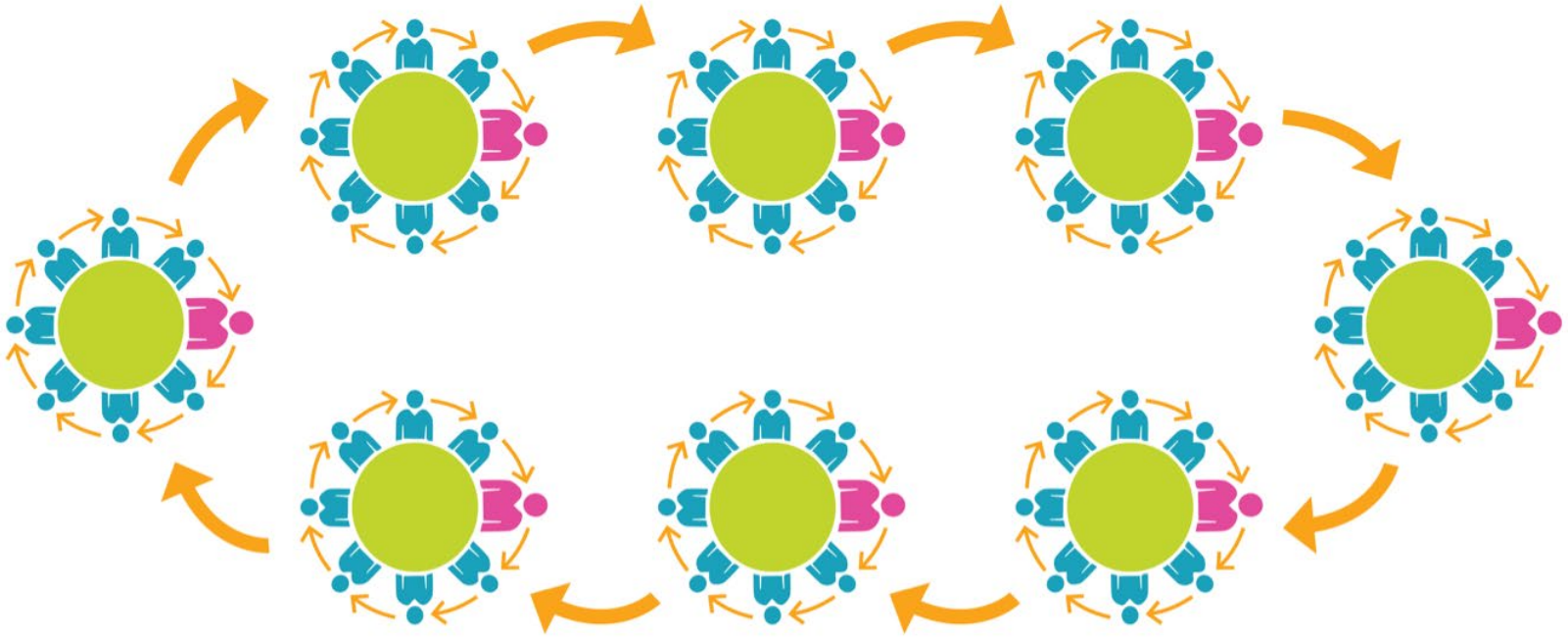
Luisa Hall
Senior Pricing Analyst

Community batteries



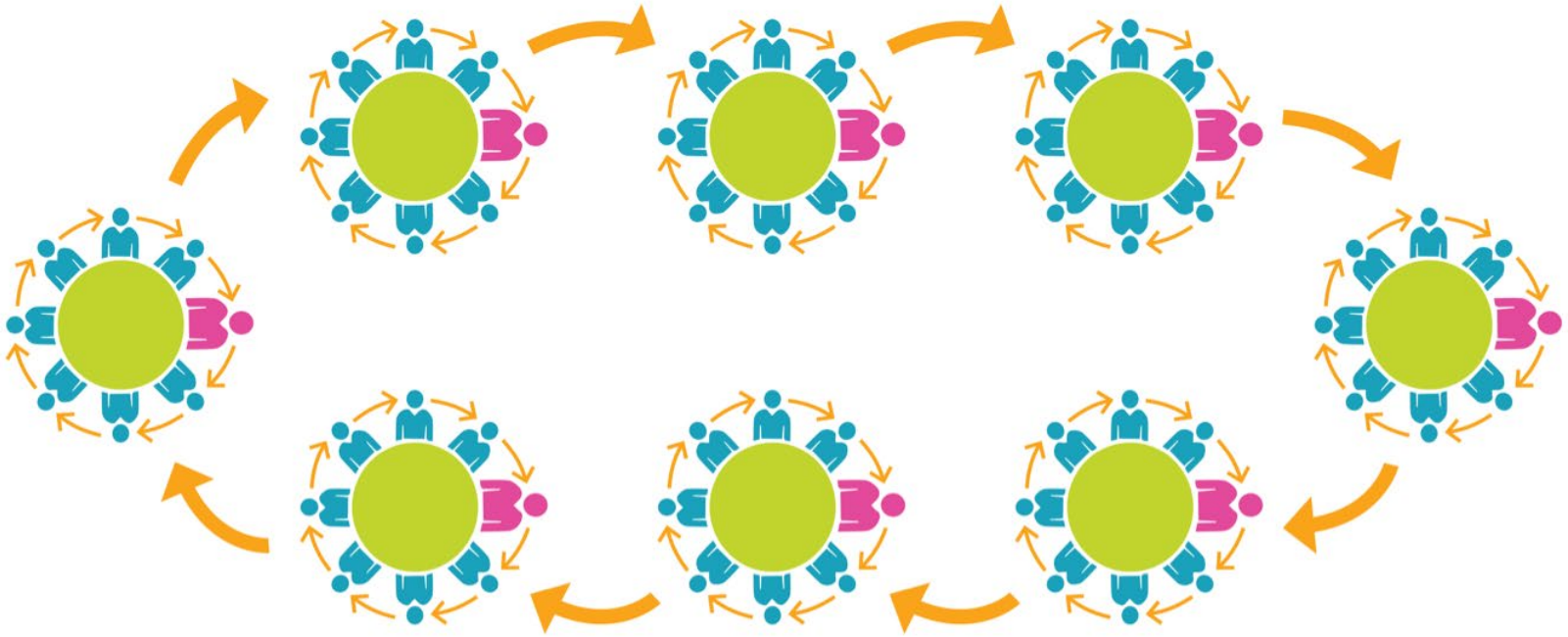
Isabella Powell
Business Development Manager - Future Networks

ROUND 1



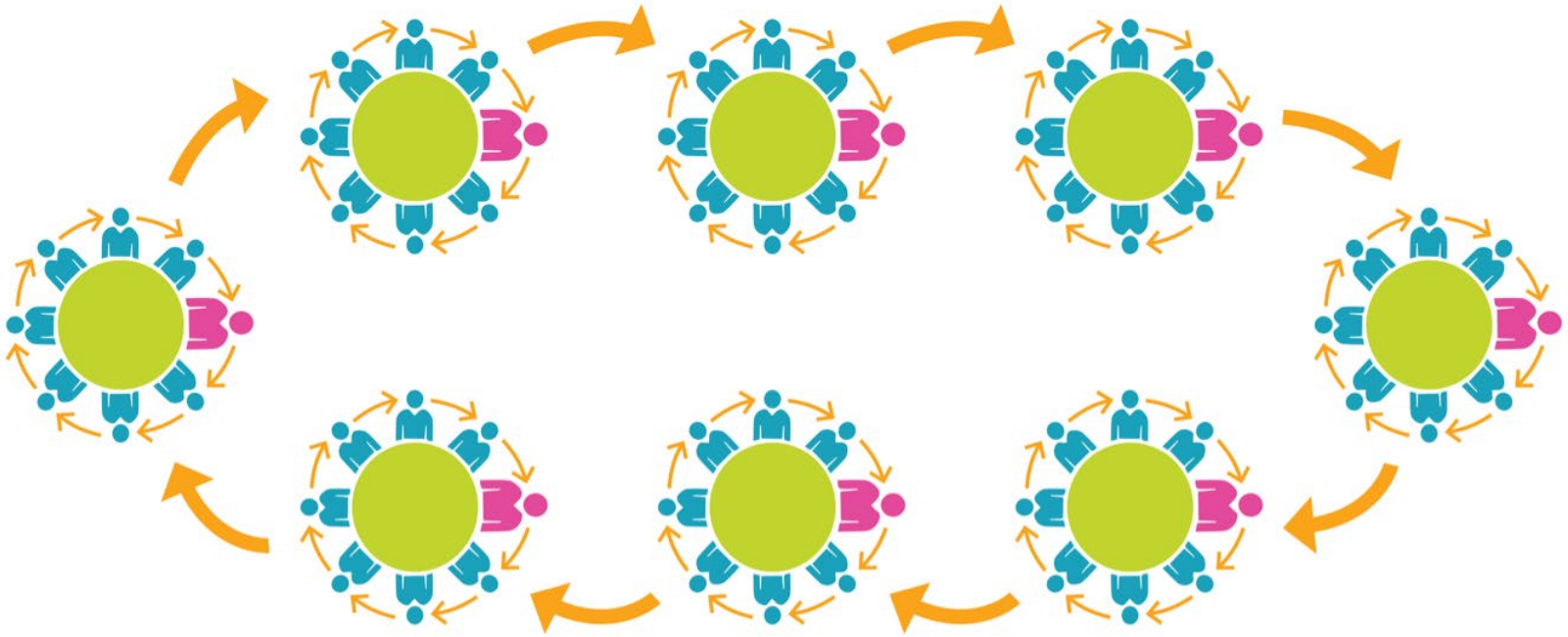
ONE MINUTE TO GO...

ROUND 2



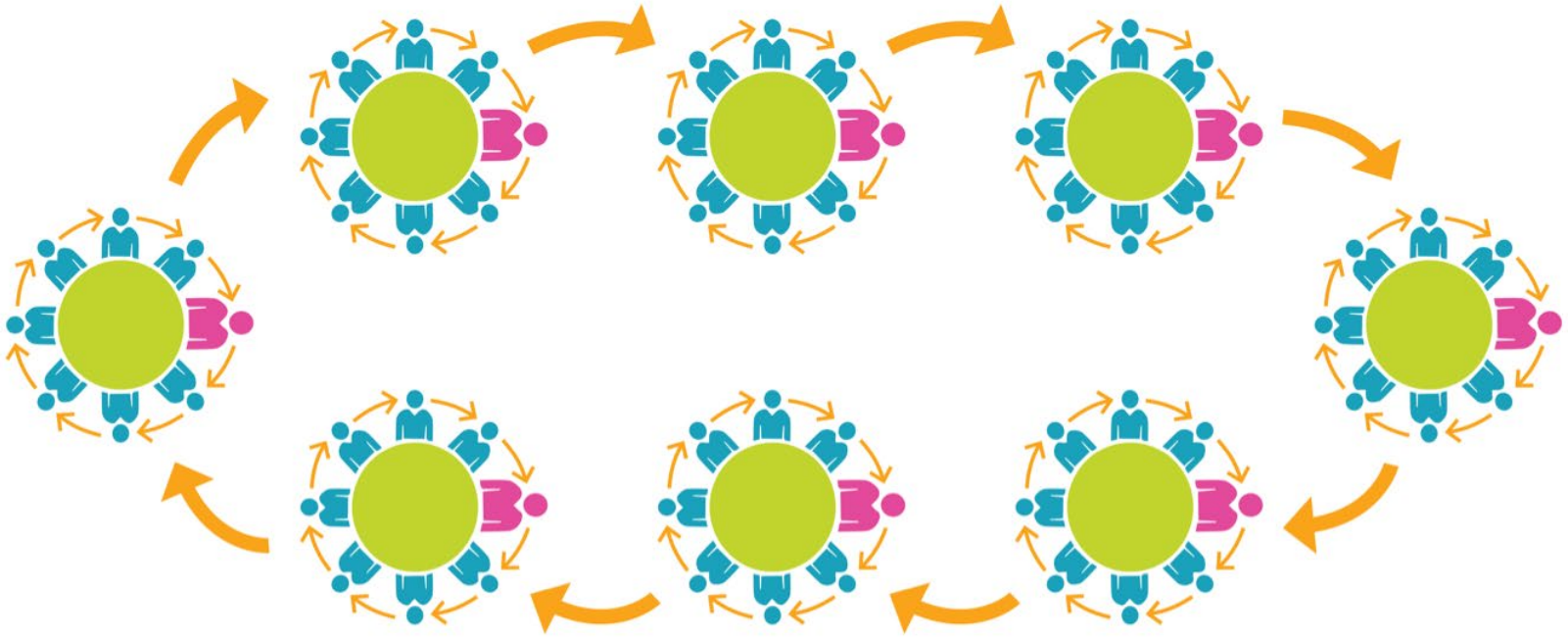
ONE MINUTE TO GO...

ROUND 3



ONE MINUTE TO GO...

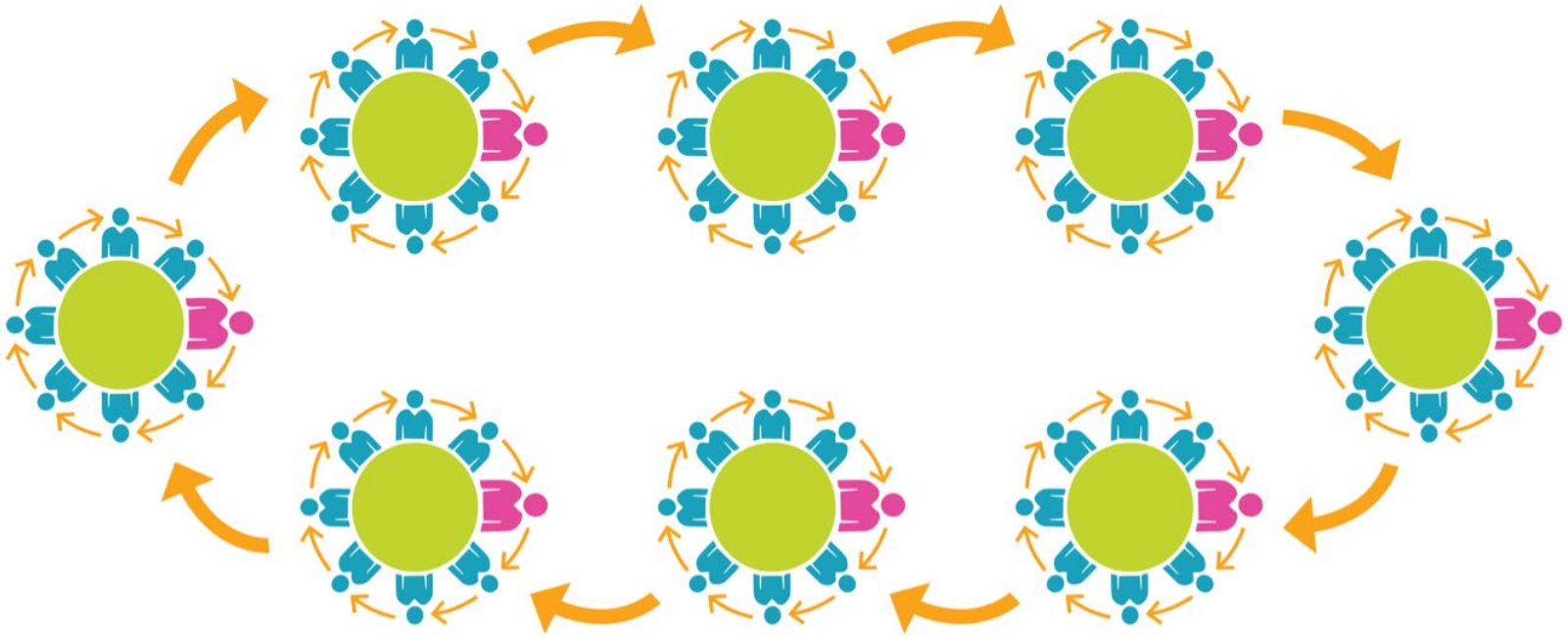
ROUND 4



ONE MINUTE TO GO...

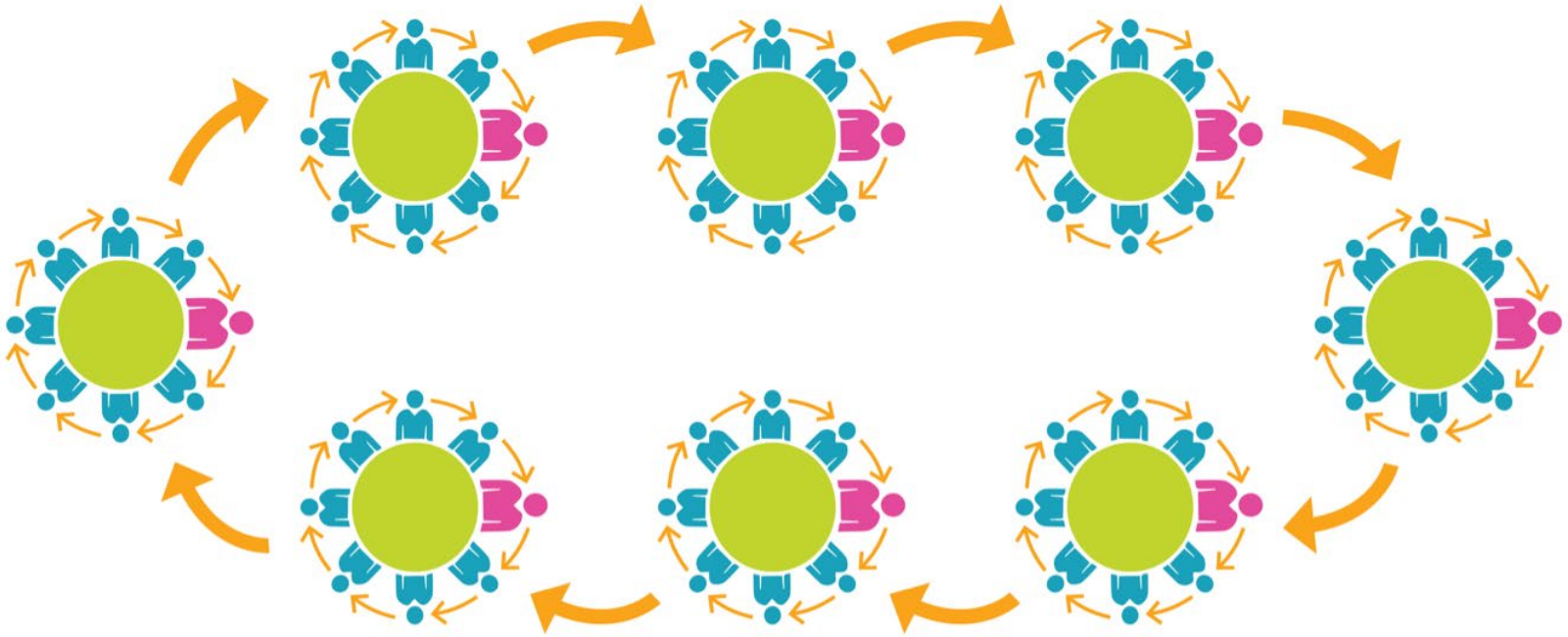

HALF TIME
STRETCH &
SHAKE IT OFF
BACK IN
10 MINUTES

ROUND 5



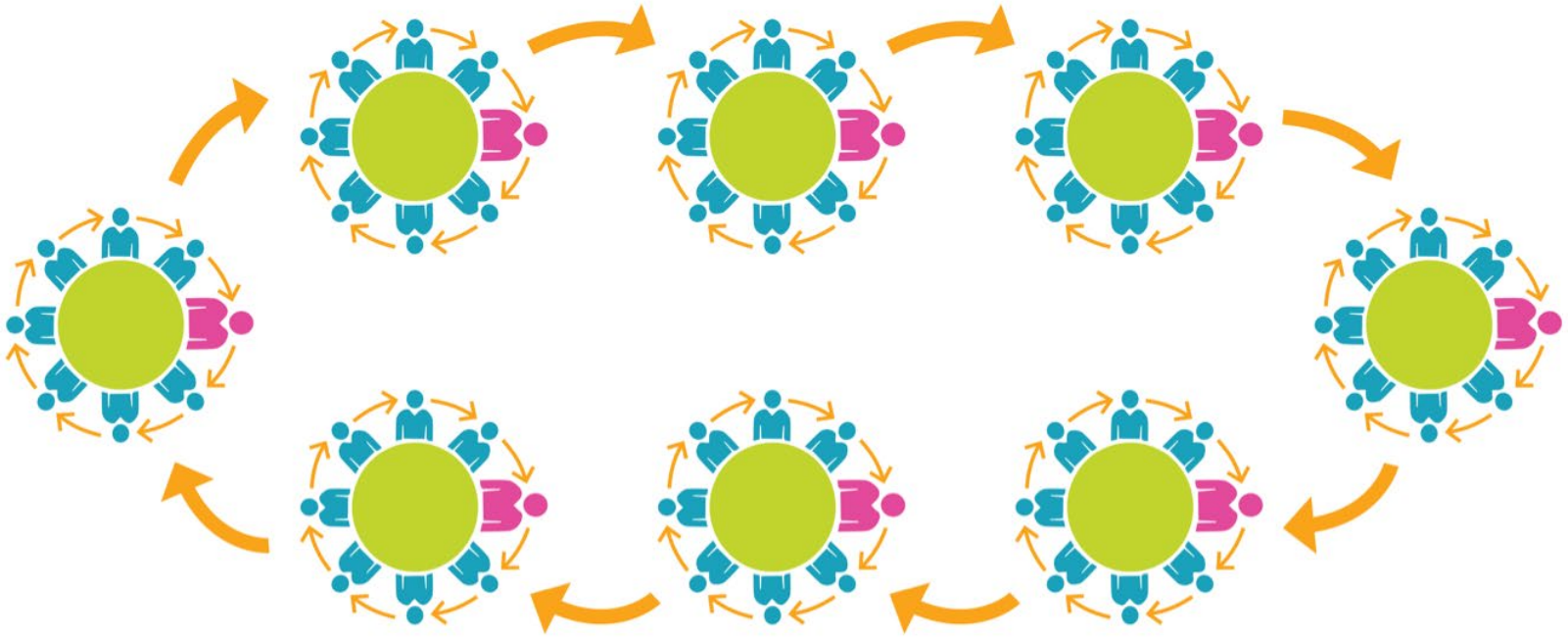
ONE MINUTE TO GO...

ROUND 6



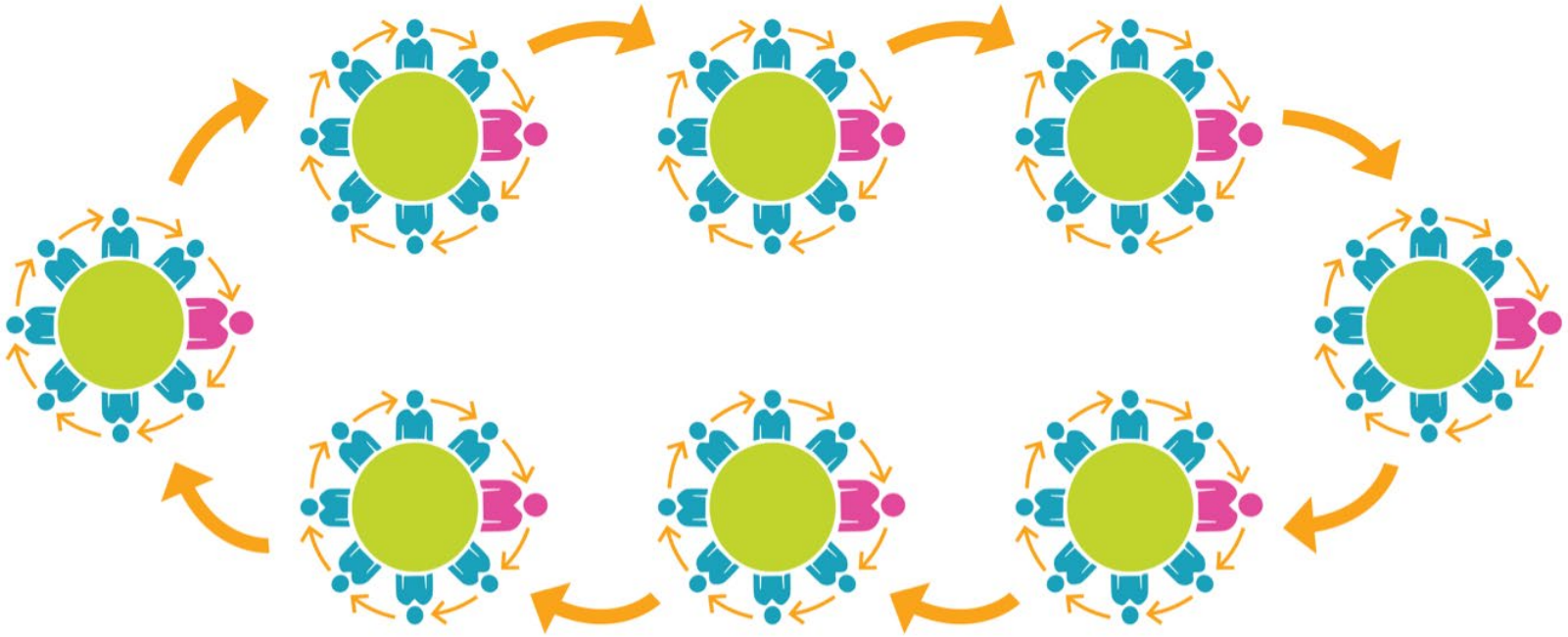
ONE MINUTE TO GO...

ROUND 7



ONE MINUTE TO GO...

ROUND 8



ONE MINUTE TO GO...



ROUND OF APPLAUSE FOR OUR SPEAKERS!


Afternoon tea!
Take a 15min break & stretch
Back 3:50pm

Engagement

People's Panel

Customer Voice Groups

- First Nations
- Disability
- Mental Health
- Multicultural
- Seniors
- Young people

Energy Reference Group

Joint VICDB engagement

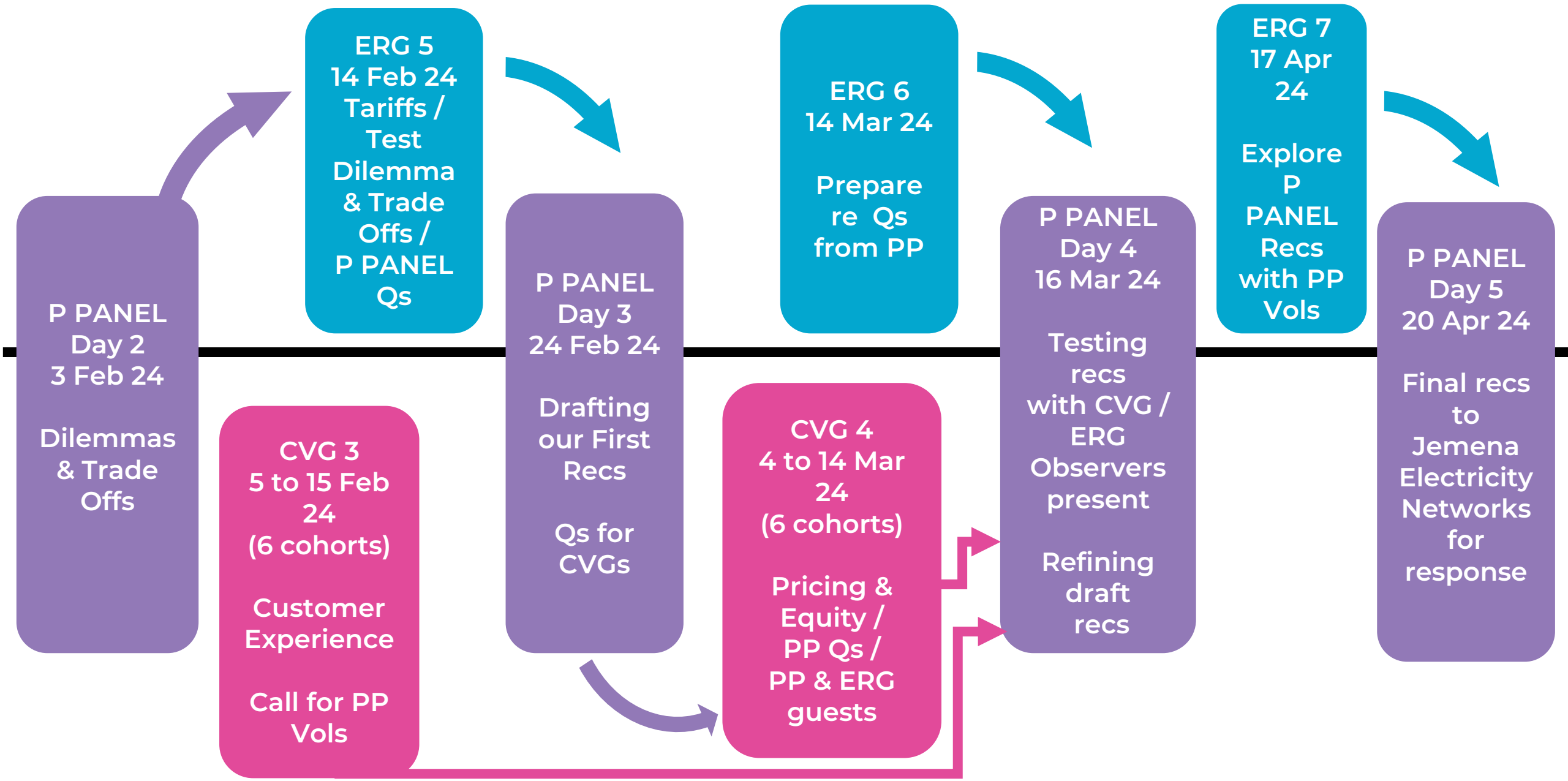
Large commercial customer engagement

Small & med business customer engagement

OUR ROADMAP – JEMENA PEOPLE'S PANEL AGENDA

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

OUR ROADMAP – INTERSECTIONS





A unique opportunity

What questions or advice would like to ask of the ERG?

(They are independent, cover enormous ground on skills and knowledge and are here to help you!)





Andrew Richards, Energy Users Association of Australia



Gavin Dufty, St Vincent de Paul



Kate Hansen, CarbonLite



Kellie Larson, Verve Strategic Consulting



Lynda Osborne, GM Global Strategy, Technology, Xero



Morely Muse (Dr), iSTEM



Neil Watt, Network Strategy Adviser



Ruchika Deora, C4NET



Ruth Harland, Maribyrnong & Moonee Valley Councils



Tim Callaghan, Victorian Chamber Commerce and Industry

We want you to consider the following:

1. The **questions or advice** that you would like to ask the ERG?
2. Who you would like to **represent the panel** as a:

a)CVG connector – we are looking for 12 panelists

b)ERG connector – we are looking for 6 panelists.

All connectors will need to be available to attend an ERG or CVG session

CVG 4

4 to 14 Mar 24
(6 cohorts – after hours - Glenroy)

CVG connectors attend one of the CVGs

ERG 7

Wed 17 Apr 24
(business hours - City)

ERG connectors to attend the meeting

Connector roles and Questions

WHAT IS YOUR QUESTION FOR THE ENERGY REFERENCE GROUP?	
IS THERE ANYONE IN YOUR GROUP YOU WOULD LIKE TO NOMINATE FOR A CONNECTOR ROLE?	
IS THERE ANYONE ELSE ON THE PANEL YOU WOULD LIKE TO NOMINATE FOR A CONNECTOR ROLE?	

QUESTION FOR THE ENERGY REFERENCE GROUP

NOMINATIONS FOR THE CONNECTOR ROLES

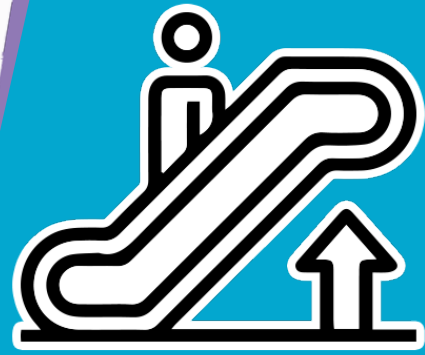
How did we all go?



START



STOP



CONTINUE

WE ARE LOOKING FOR PEOPLE TO

PARTICIPATE IN A QUICK VOXPOP VIDEO INTERVIEW

SHARE YOUR EXPERIENCE:

WHY DID YOU SAY YES?
WHAT DID WE DO TODAY?
WHAT ARE YOU CURIOUS ABOUT?



Next steps

Before you leave:

- Volunteers stay for a quick voxpop

In the follow up email (next week):

- We will share .... who your connectors are

On gridtalk:

- Keep checking in, lots of information available to you

NEXT SESSION

SATURDAY 24 FEBRUARY 2024

9.00AM – 4.30PM

Hume Global Learning Centre - Craigieburn

Don't worry there will be lots of breaks!



Thank you

Jemena