

Welcome Seniors Customer Voice Group

Session 4: March 2024

Jemena

Your Facilitation Team



Lyndal Mackintosh

Principal Facilitator



Belinda Lowing

Senior Facilitator



Jody Kingston

Facilitator



Naomi Oosting

Senior Facilitator



Aaron Bosch

Facilitator

Welcome

Sandra Centofanti
Customer Voice Group Champion
General Manager, Customer & Commercial



Jemena

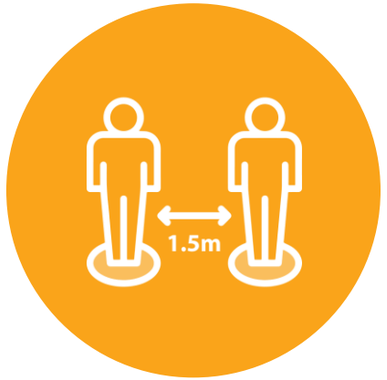

“We acknowledge the Traditional Owners of the land on which we operate and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.”

Cultural Safety

An environment that is safe for people:

- ✓ Where there is no challenge or denial of their identity, of **who they are** and **what they need**.
- ✓ It is about **shared respect**, **shared meaning**, shared **knowledge** and **experience**, of **learning**, **living** and working together with **dignity and truly listening**.

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

Purpose

For this session, our purpose is to:

- Explore:
  - where Jemena spends it $$ investing in and running the network
  - trade offs for future investment in the network
  - specific priorities that you want Jemena to focus on in relation to the remit question of *'How should Jemena prepare for a sustainable energy future while meeting customer and community needs today?'*
  - Just One Thing for our People's Panel to consider when making their recommendations about that same remit question – what would it be & why?



Activity – Let’s reConnect

Instructions: Let’s ReConnect

In pairs / threes:

‘What’s ONE THING you have enjoyed most about our Customer Voice Group journey together?’

AGENDA

(ISH ☺)

Time	Item
5:30PM	Welcome & Introductions Reconnection Activity & Agenda Overview
6.00PM	Jemena Overview: Investing in the network - Resilience, reliability and futureproofing assets Perspectives Activity
6.35PM	Jemena Overview: Investing in the network – Digitisation of the grid and operations Perspectives Activity
7.05PM	Stretch Break & Panel Guests arrive
7.20PM	Responding to the remit question ‘How should Jemena prepare for a sustainable energy future while meeting customer and community needs today?’
8:30PM	Finish

Reminder:

Remit

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

Jemena's 2026-31

Electricity Distribution Price Reset

Network businesses submit regulatory proposals, which are assessed against factors including:

- efficiency of costs
- quality of engagement with customers
- projected demand for energy
- age of infrastructure
- operating and financial costs
- network reliability and safety standards.

AER decisions on revenues generally apply for 5 years. To recover these revenues, network businesses adjust their prices annually, in accordance with the requirements in the Rules (including any relevant AER pricing decisions).

Investing in the network

Matthew Serpell
Program Director





We spend your money investing in the network













- **Replacement**
  - Replacing parts that have reached the end of their technical life to maintain service levels
- **Connections**
  - Building or upgrading the network to connect new customers
- **Augmentation**
  - Increasing the capacity of the network to meet customer demand
  - Demand driven augmentation – more electricity is needed
  - Non-demand driven augmentation – where electricity network has to respond to changes in technology, regulatory or legal requirements
- **Non-network:**
  - Information technology
  - Property
  - Fleet

We spend your money running the network

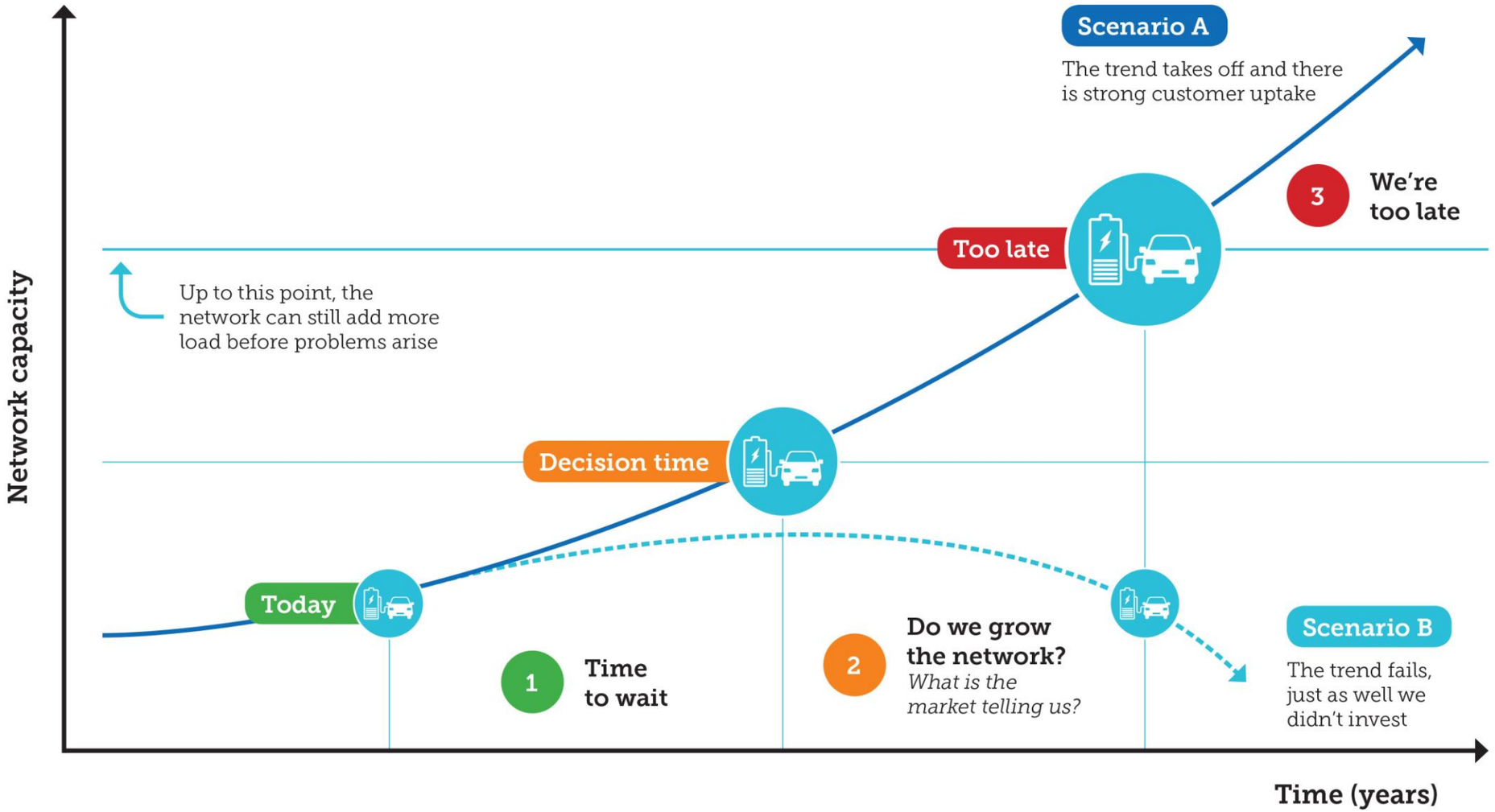







- **Maintenance**
  - Vegetation maintenance
  - Responding to emergencies
- **Operating**
  - Operational staff
  - Design, planning and operation of the network
  - Training
  - Safety
  - Corporate support
- **Non-network**
  - Operation, maintenance and leasing costs of our IT systems, vehicles and property.
- **Other**
  - Levies, land taxes, insurance costs to management specific risks.

Not too soon, not too late – Just right



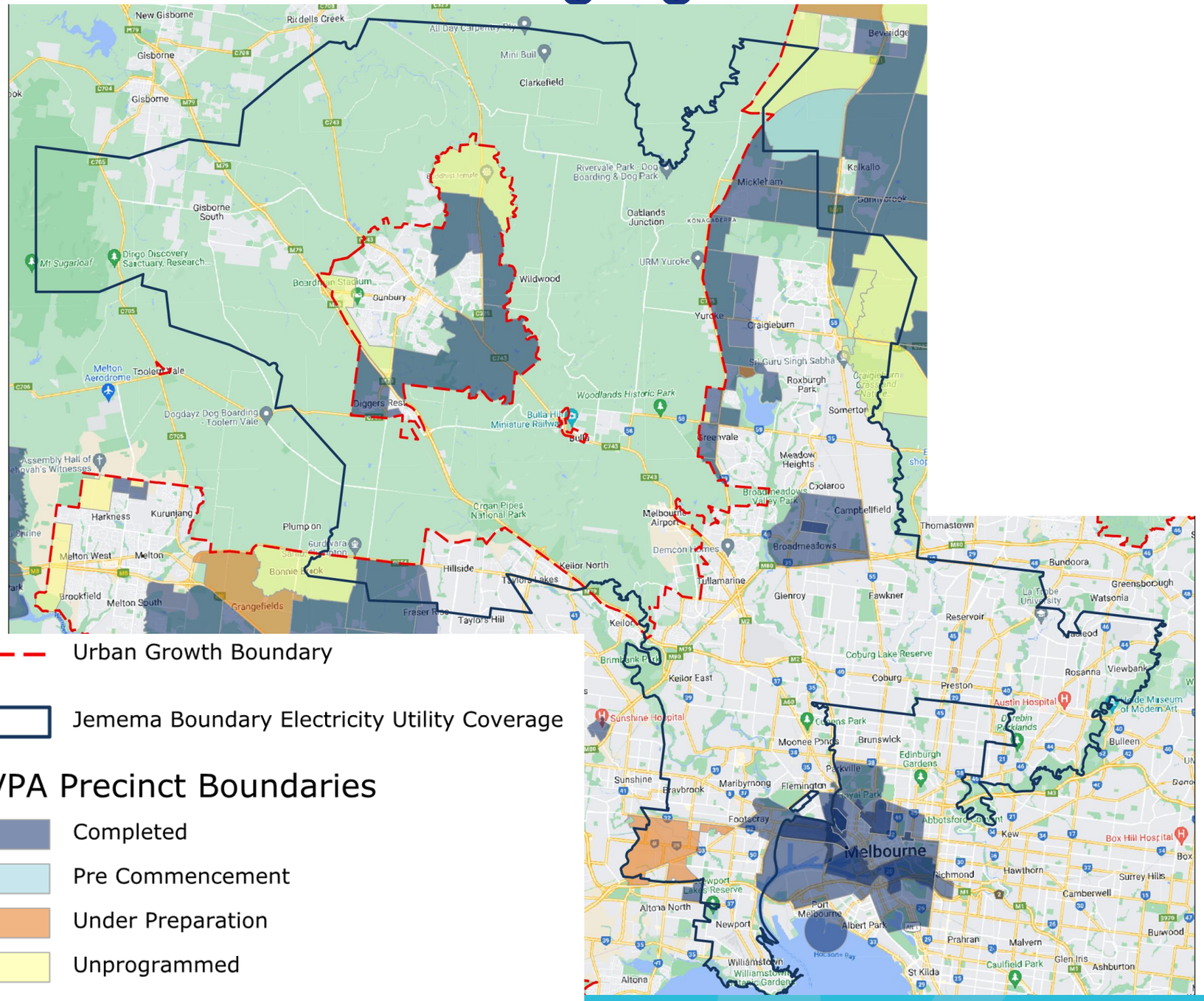
We're too late to meet customer needs

1 Time to wait
The trend is not yet certain, and to grow the network at this stage could be wasteful if the trend fails to materialise. Besides, the network can handle it.

2 Do we grow the network?
If we are going to grow the network, now is the time to make a decision because we need some lead time, the risk and costs are lowest.

3 We're too late
Growing the network now is costly. Having missed the materialising trend, we may even impact network reliability

Jemena covers high growth area



Urban Growth Boundary

Jemena Boundary Electricity Utility Coverage

VPA Precinct Boundaries

- Completed
- Pre Commencement
- Under Preparation
- Unprogrammed

Challenges the network faces: Resilience



Maribyrnong river flooding on 14 Oct 2022



Storm damage 13 Feb 2024

Stressed assets wear out quickly



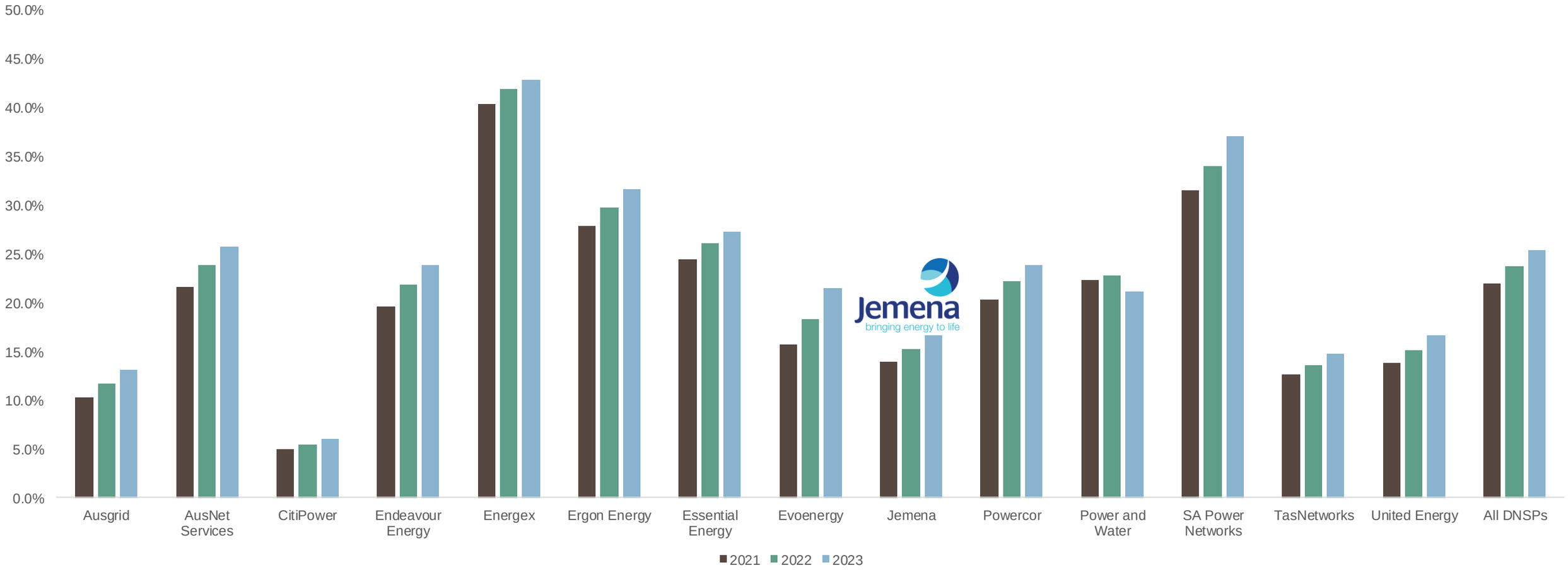


Emerging trends





Proportion of customers using export services



Timing of investment



What risk means

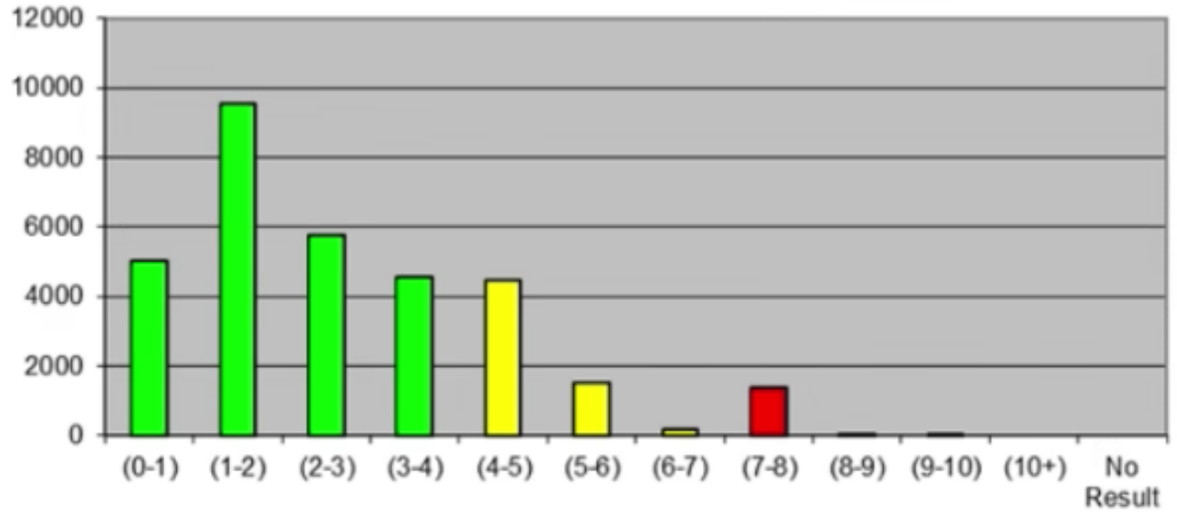




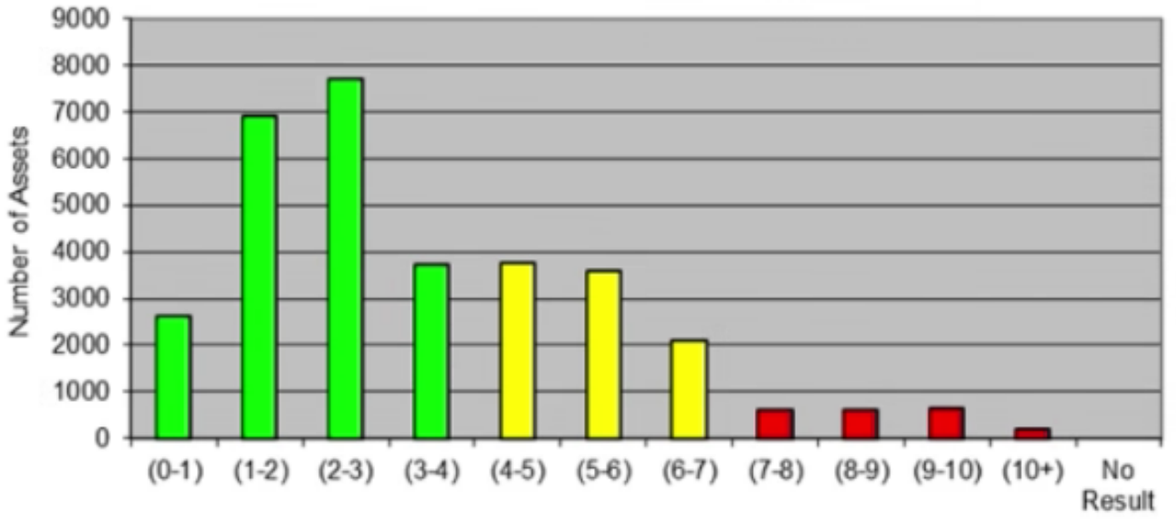
We measure the risk associated with each of these decisions

Jemena
bringing energy to life

As at 2018 (target risk profile)



As at 2025 without replacement activities



Healthy asset

At risk asset

Deteriorating asset

Investment toolkit: what we can do to reduce risk

Rising uncertainty requires better use of existing tools and new tools

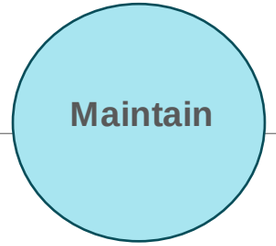


Trade off scale for investing in the network

Increasing resilience & futureproofing assets



Defer investment & potentially increase risk across the network –could jeopardise reliability but reduces costs for customers



Only invest when a significant issue arises, maintained costs for customers



Invest to increase resilience across the network (manage reliability and quality of power) increased cost to customers

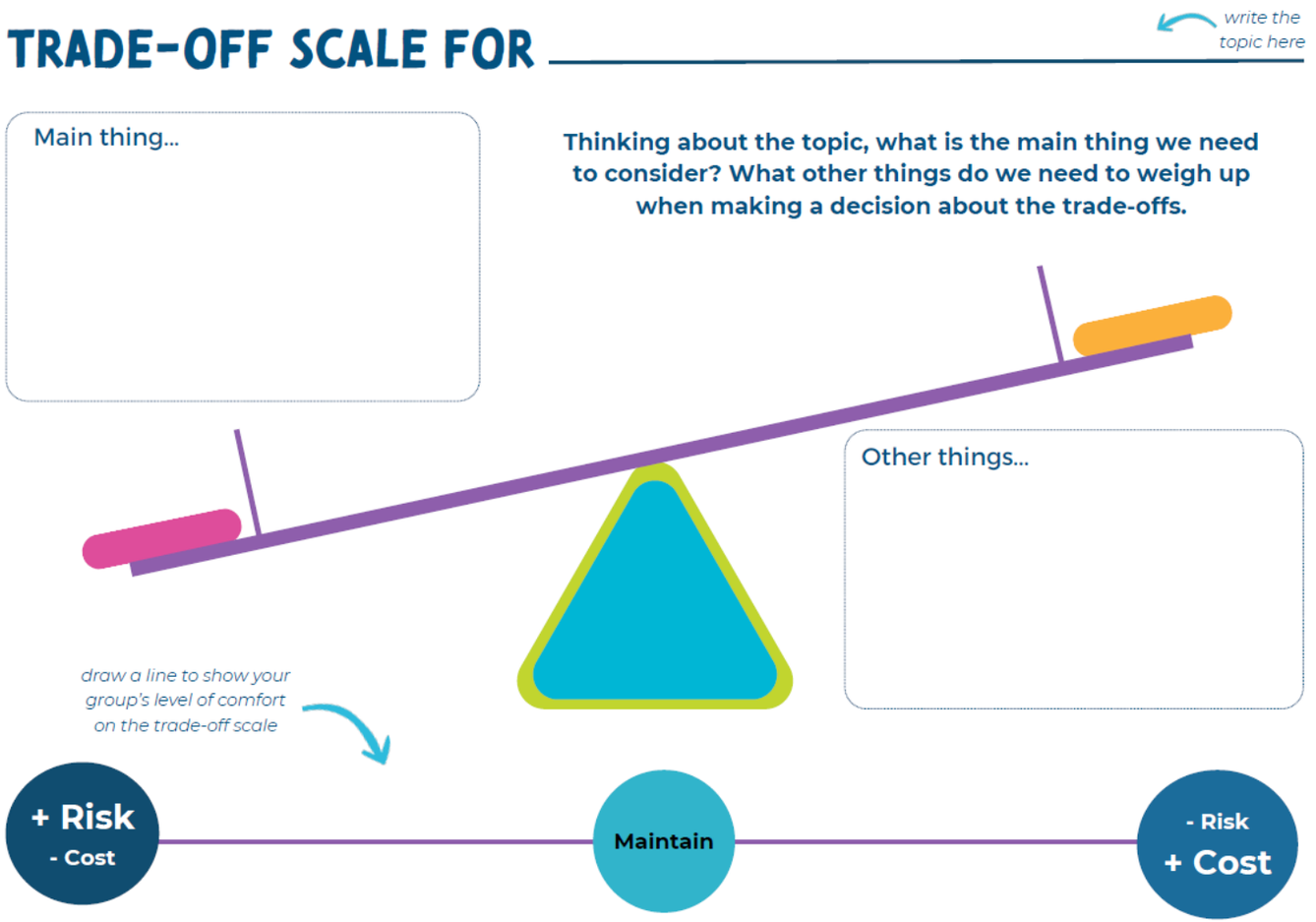
Questions





Activity – trade-offs

Instructions: Network resilience



Cyber Security and Data Access







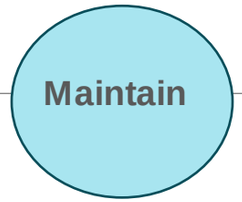
Data analytics + **Cloud adoption** + **Smart networks**

Trade off scale for running the network

Increase digitisation of the grid and operations



Reduced costs for customers to continue existing technology and not realise the technology benefits, this may expose cyber security risks



Maintain the current level of costs and digitisation and the existing standard of cyber security



Increased costs to exceed cyber standards and use analytics to optimise operating the network

Questions





Activity –

Instructions:

digitising the grid

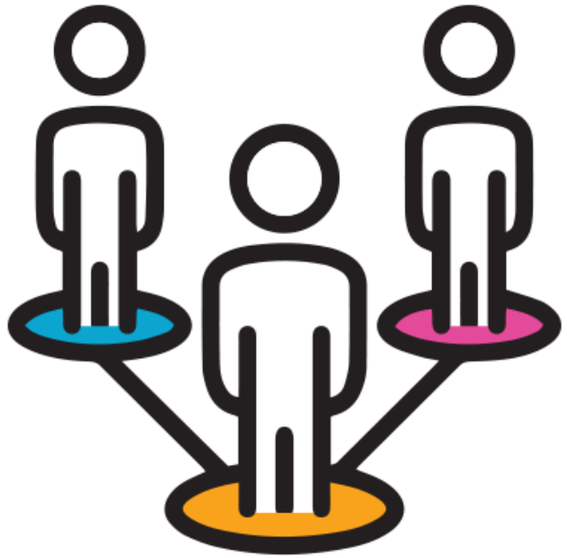
- **Sociometry & Trade off discussion**



Take a break

back at 7.20pm

Let’s
Connect



MEET OUR PANEL MEMBERS

Your panel members…

NAME

NAME

Why I said YES to the People's Panel opportunity was…

How it has been so far is….

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
TODAY	**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

Any Questions for our Panel Reps?

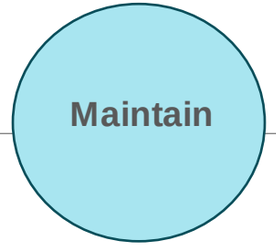
Jemena

Recap CVG insights from trade off scale for investing in the network

Increasing resilience & futureproofing assets



Defer investment & potentially increase risk across the network –could jeopardise reliability but reduces costs for customers



Only invest when a significant issue arises, maintained costs for customers



Invest to increase resilience across the network (manage reliability and quality of power) increased cost to customers

Recap CVG insights from trade off scale for running the network

Increase digitisation of the grid and operations

+ Risk
– Cost

Reduced costs for customers to continue existing technology and not realise the technology benefits, this may expose cyber security risks

Maintain

Maintain the current level of costs and digitisation and the existing standard of cyber security

– Risk
+ Cost

Increased costs to exceed cyber standards and use analytics to optimise operating the network

Role of People’s panel reps tonight:

To observe our last two activities & take a summary of our insights into Day 4 of the people’s panel on 16 March 2024



Activity – SMALL GROUP DISCUSSION

Instructions:

Given everything we've covered so far **What are your Top 3 specific priorities** that you want Jemena to focus on in relation to the remit question of ***'How should Jemena prepare for a sustainable energy future while meeting customer and community needs today?'***

Describe template



Activity

Instructions:

If you had to now pick **Just One Thing** for the Jemena People's Panel to consider when making & refining their recommendations to Jemena about that same remit question – **what would it be & why?**

Call to Action

Would you like to come along and see the Jemena People's Panel in Action?

JEMENA'S PEOPLE'S PANEL DAY 4

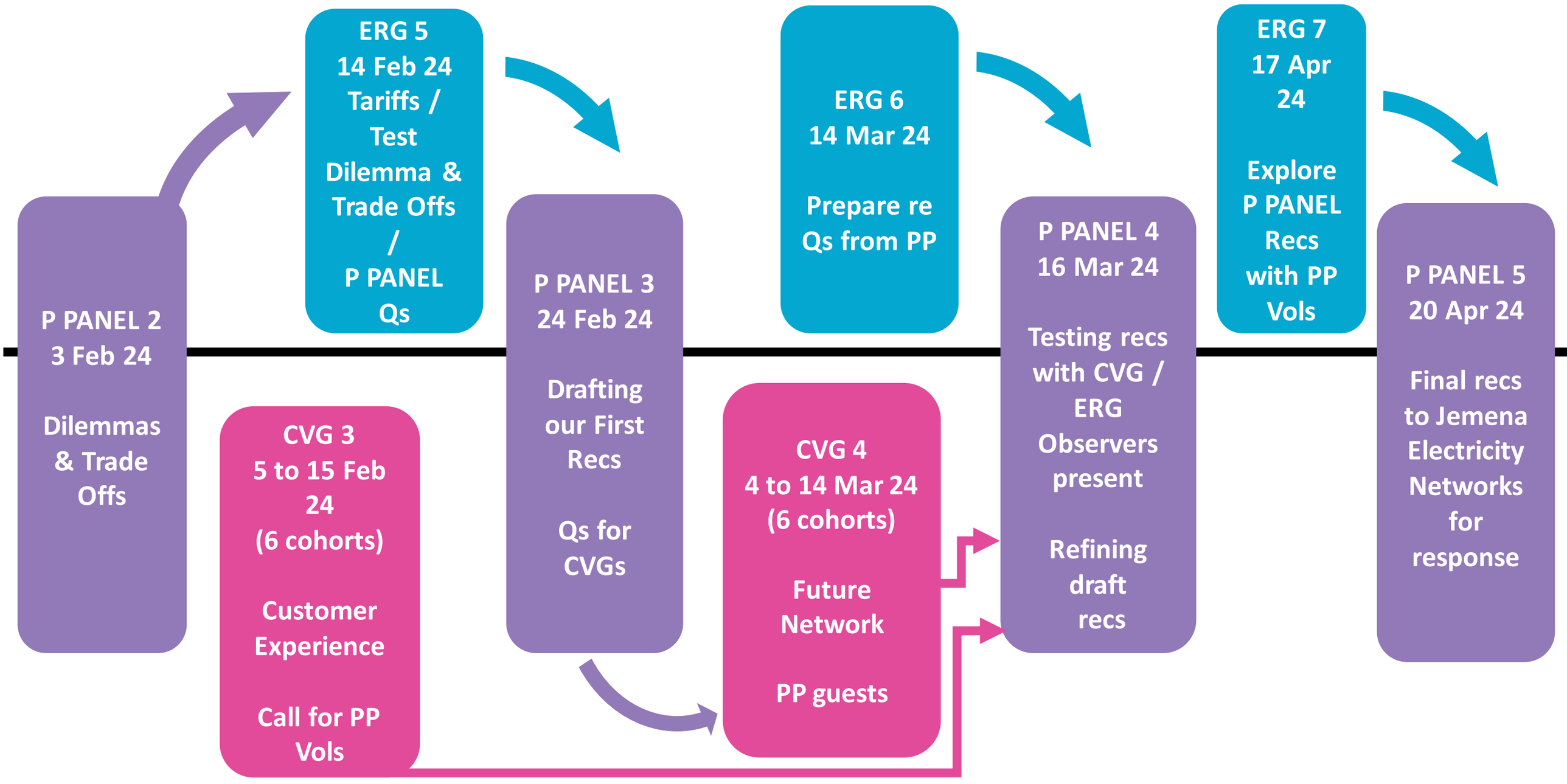
Saturday 16 March 2024

9am to 11am

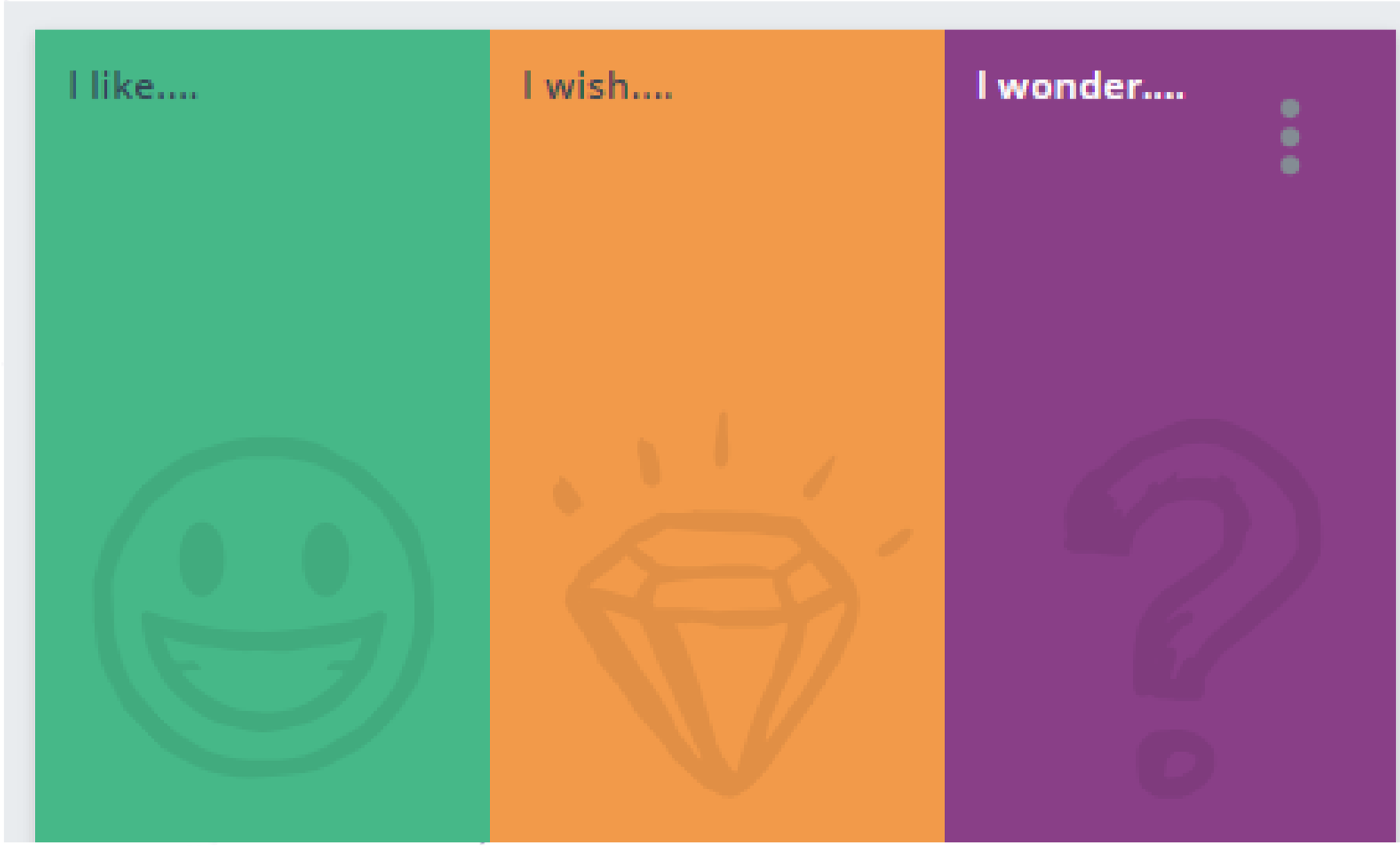
Broadmeadows Town Hall

10 Dimboola Rd, Broadmeadows VIC 3047

Our roadmap – Intersections



Reflection



Congratulations & thank you

Sandra Centofanti
Customer Voice Group Champion
General Manager, Customer & Commercial



Jemena

Questions

