# Multicultural Customer Voice Group

7 March 2024




“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.”

# Welcome

**Johan Ng**
Commercial Manager & Customer Voice Group Champion



Jemena

# Your Facilitation Team



**Lyndal Mackintosh**

Principal Facilitator



**Belinda Lowing**

Senior Facilitator



**Jody Kingston**

Facilitator



**Naomi Oosting**

Senior Facilitator



**Aaron Bosch**

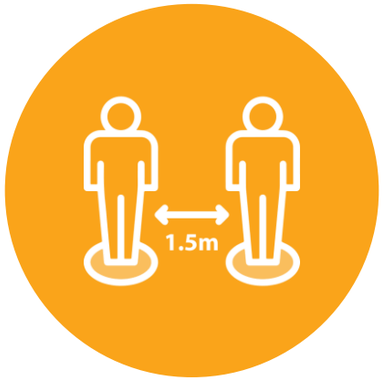
Facilitator

# 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



By being here you are agreeing that you do not have any symptoms of Covid-19 and are not a close contact

I'm ok to be here

# 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<br><br>Reconnection Activity & Agenda Overview |
| **6.00PM** | Jemena Overview: Investing in the network - Resilience and futureproofing assets<br><br>Perspectives Activity |
| **6.35PM** | Jemena Overview: Investing in the network – Digitisation of the grid and operations<br><br>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

**Ana Dijanosic**
General Manager - Regulation





# 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

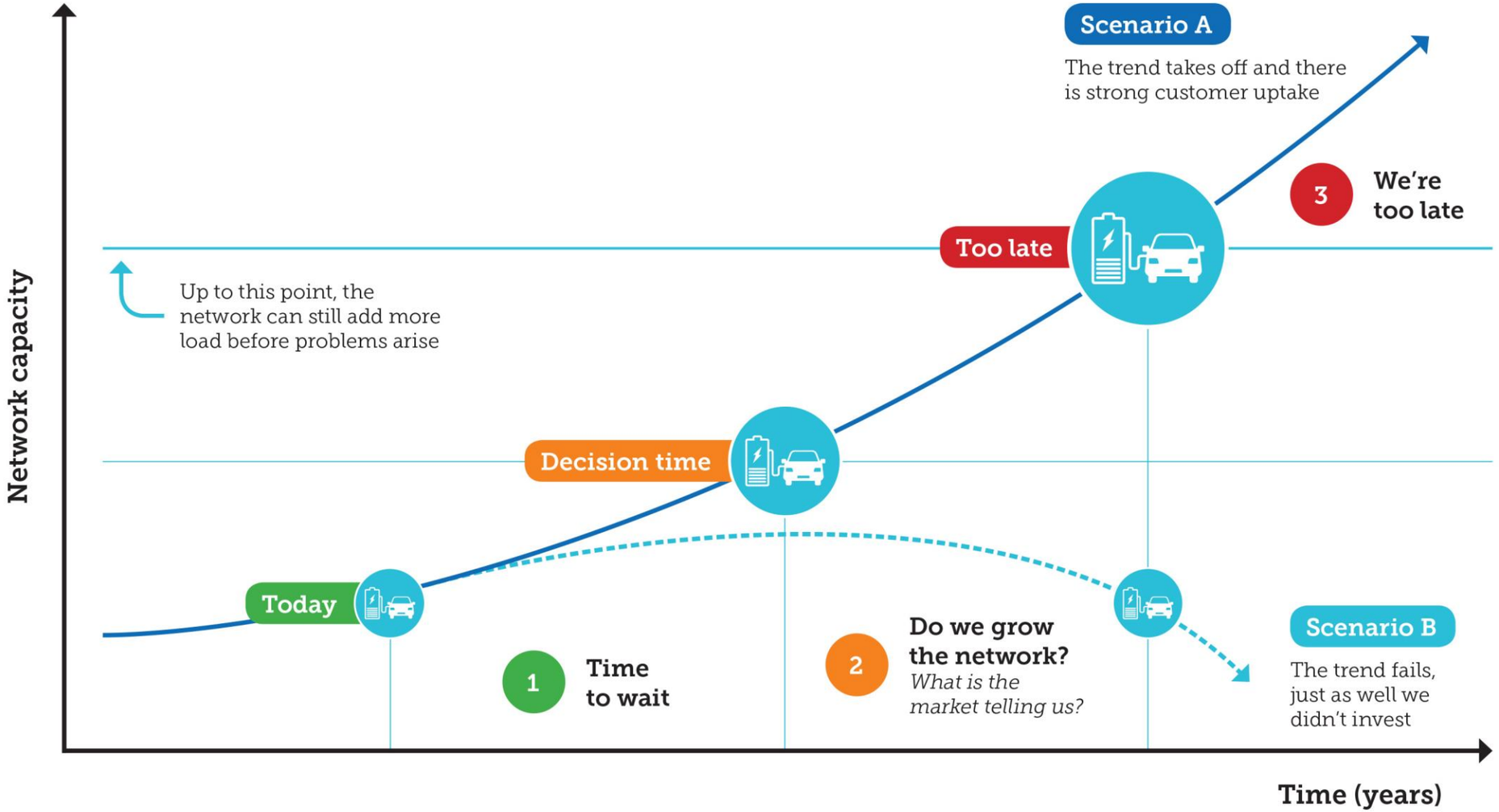







- **Maintenance**
  - Vegetation maintenance
  - Responding to emergencies
- **Operating**
  - Operational staff
  - Design, planning and operation of the network
  - Training
  - Safety
  - Corporate support
- **Non-network**
  - Operation, maintenance and leasing costs of our IT systems, vehicles and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

# Not too soon, not too late – Just right



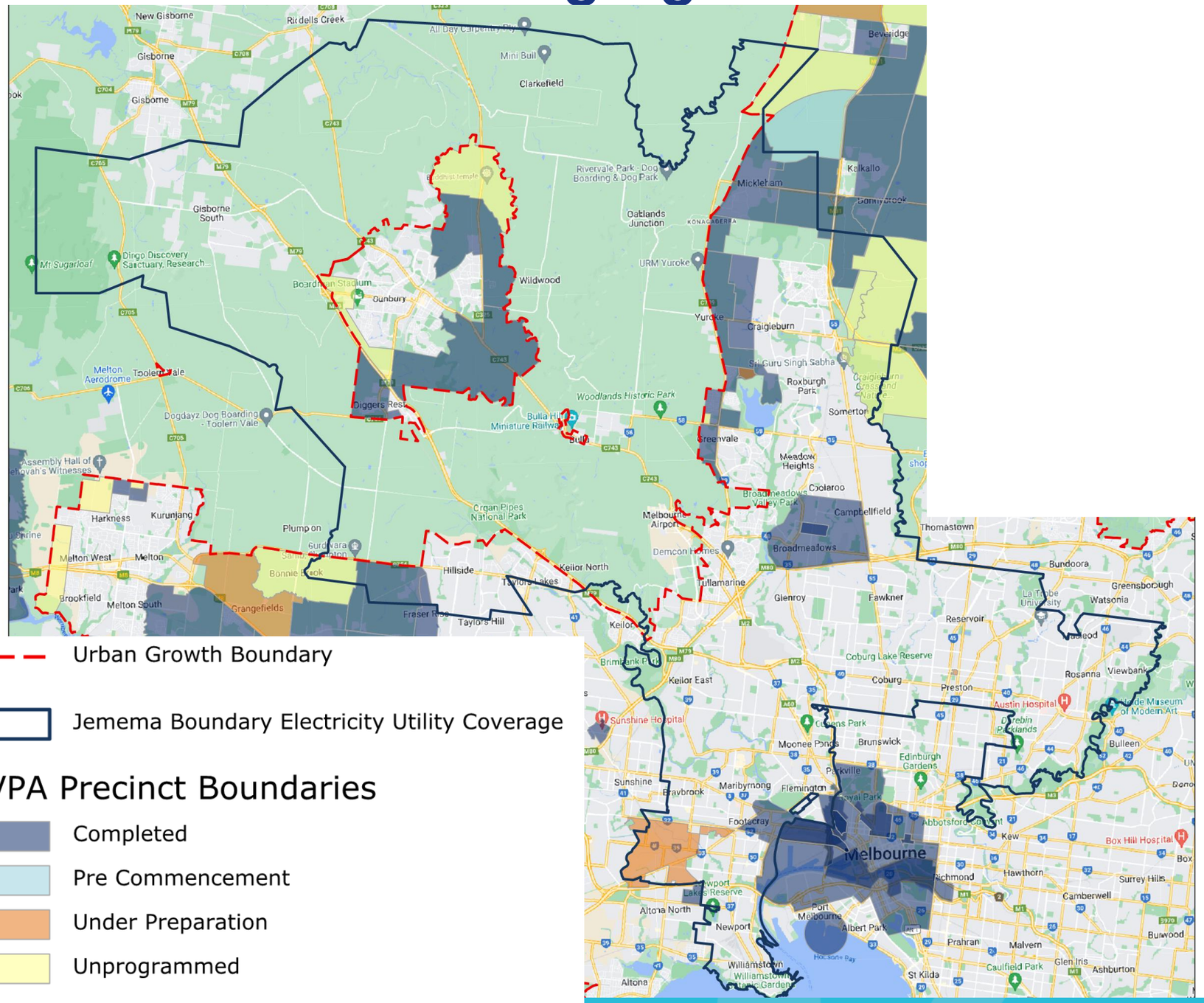

**We're too late to meet customer needs**

**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



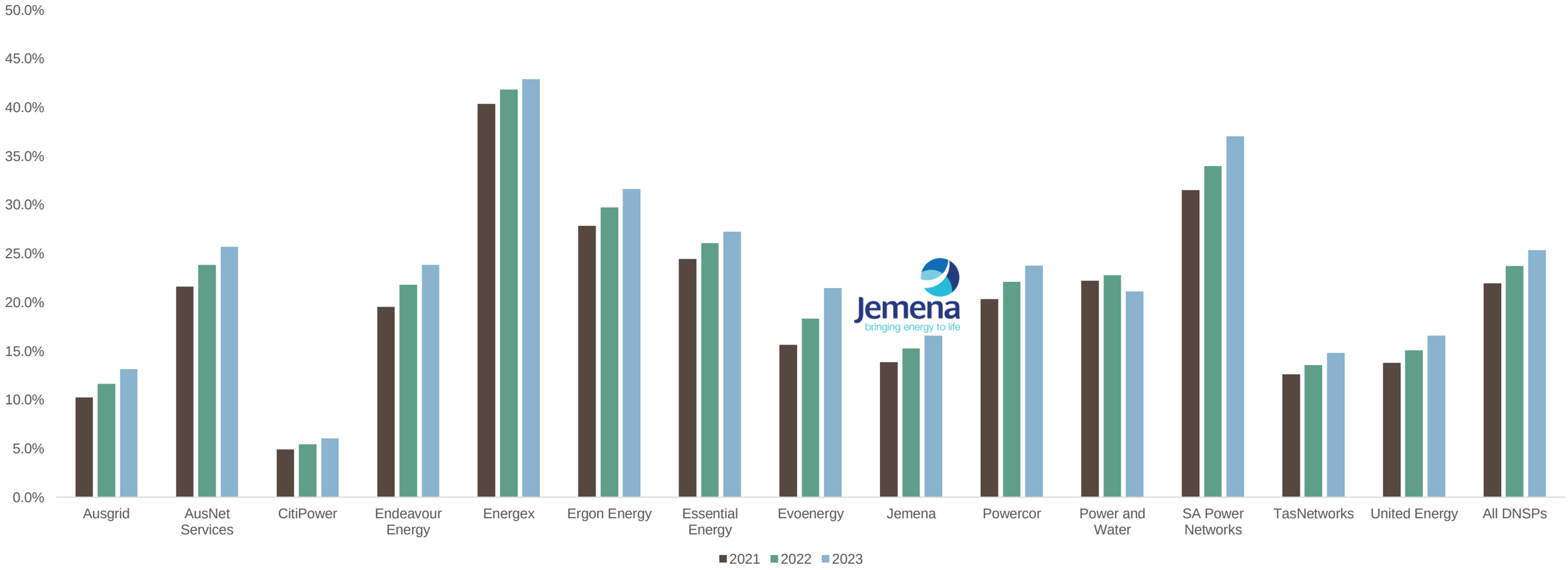



# Emerging trends





# Proportion of customers using export services



# Timing of investment



# What risk means

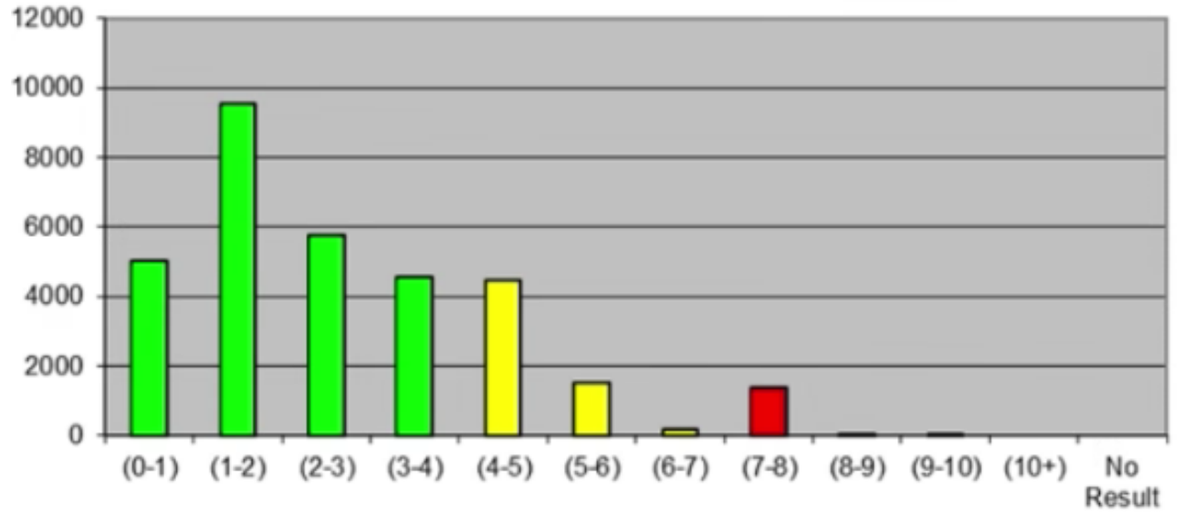




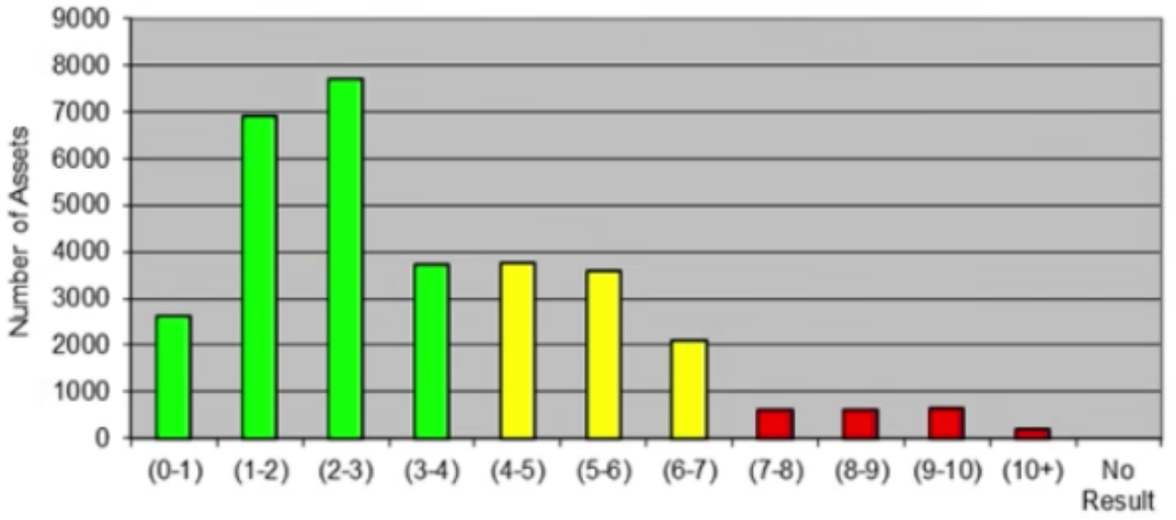
# We measure the risk associated with each of these decisions

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**

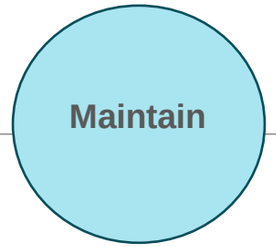


# Trade off scale for investing in the network

## Increasing resilience, reliability & 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 & reliability

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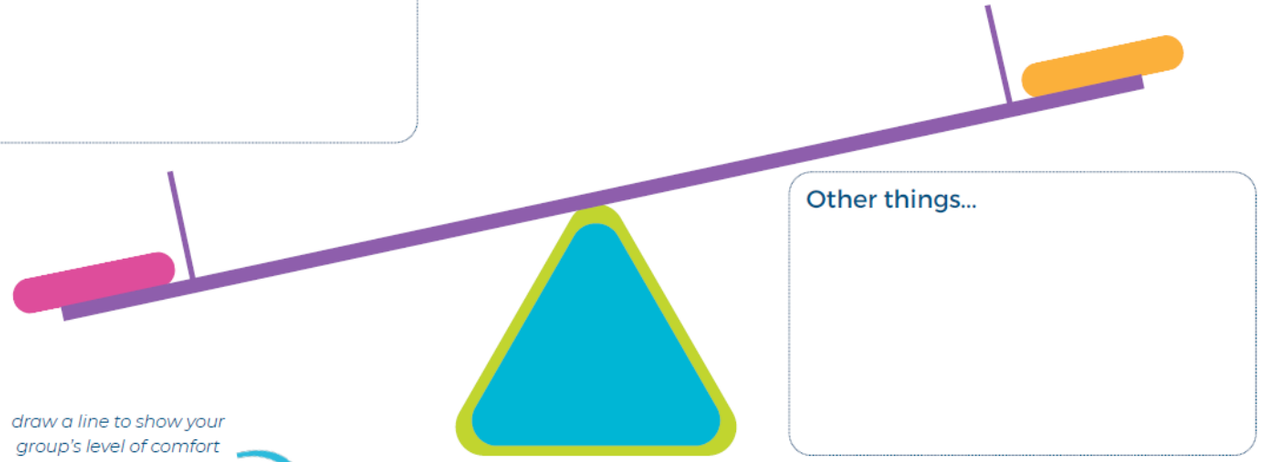
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## TRADE-OFF SCALE FOR _____

*write the topic here*

Main thing...

**Thinking about the topic, what is the main thing we need to consider? What other things do we need to weigh up when making a decision about the trade-offs.**



Other things...

*draw a line to show your group's level of comfort on the trade-off scale*

**+ Risk**
**- Cost**

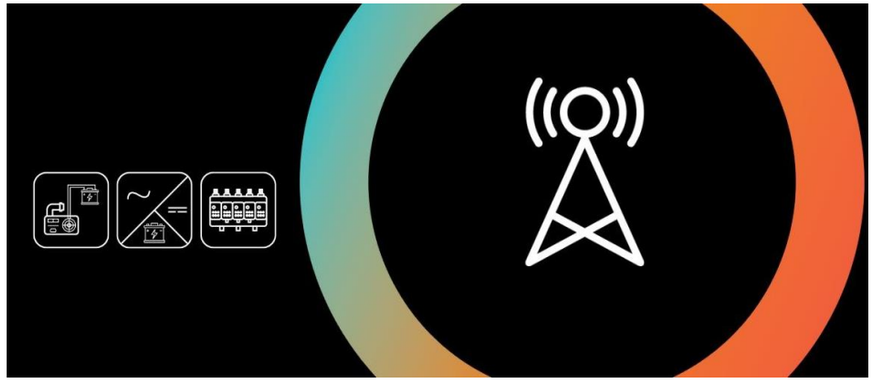
**Maintain**

**- Risk**
**+ Cost**

# Cyber Security and Data Access







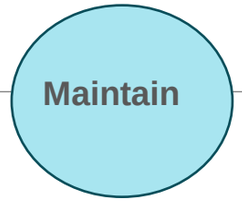
**Data analytics** + **Cloud adoption** + **Smart networks**

# 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

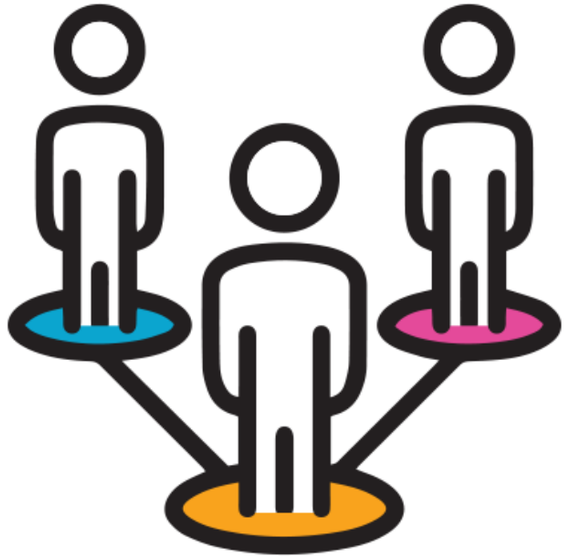
- **Sociometry & Trade off discussion**



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<br><br>Working agreements<br><br>Understand our journey and task | Deeper understanding of our task and Q&A with Jemena Electricity Networks<br><br>Hear from guest speakers<br><br>Discuss Information gaps and who or how to build knowledge | Share learnings and experiences from the Customer Voice Groups<br><br>Hear from panel nominated speakers<br><br>Site visit<br><br>Discuss the challenges and consider the initial trade offs | Build on our knowledge and discuss our initial ideas<br><br>Write our first draft recommendations | Testing our ideas and draft recommendations with the Customer Voice Groups<br><br>Review and rewrite our draft recommendations | Review and refine our recs following feedback from Jemena and customer voice groups<br><br>**Final recommendations are decided and we hand the report over to Jemena Electricity Networks** | Update on progress from Jemena Electricity Networks<br><br>Provide feedback based on the effective integration of our recommendations |

# Any Questions for our Panel Reps?

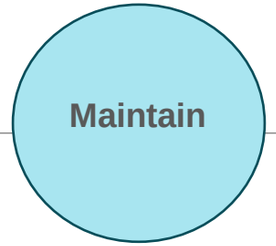


# Recap CVG insights from trade off scale for investing in the network

## 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 & digitisation

## 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**

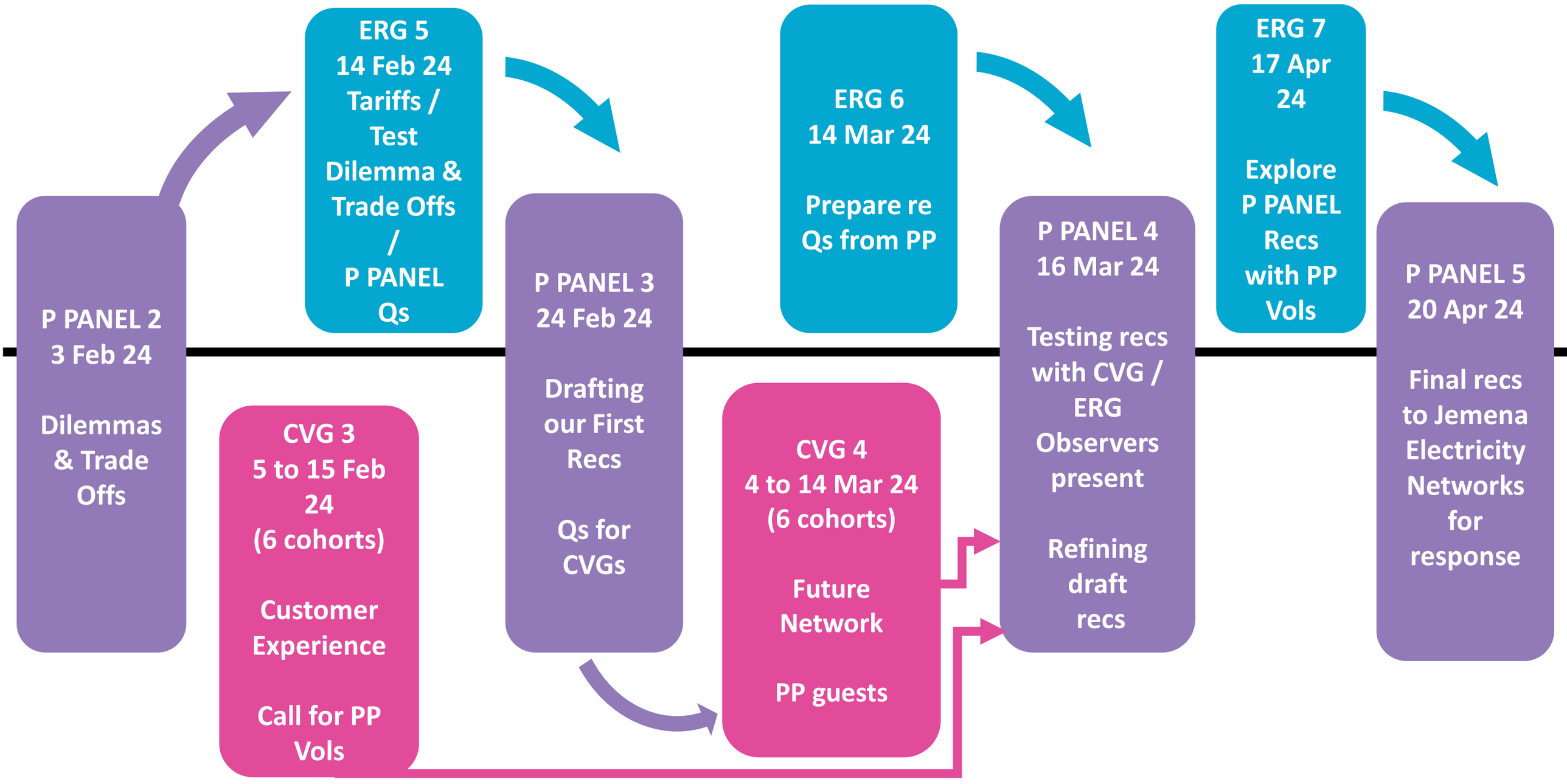
**Saturday 16 March 2024**

**9am to 11am**

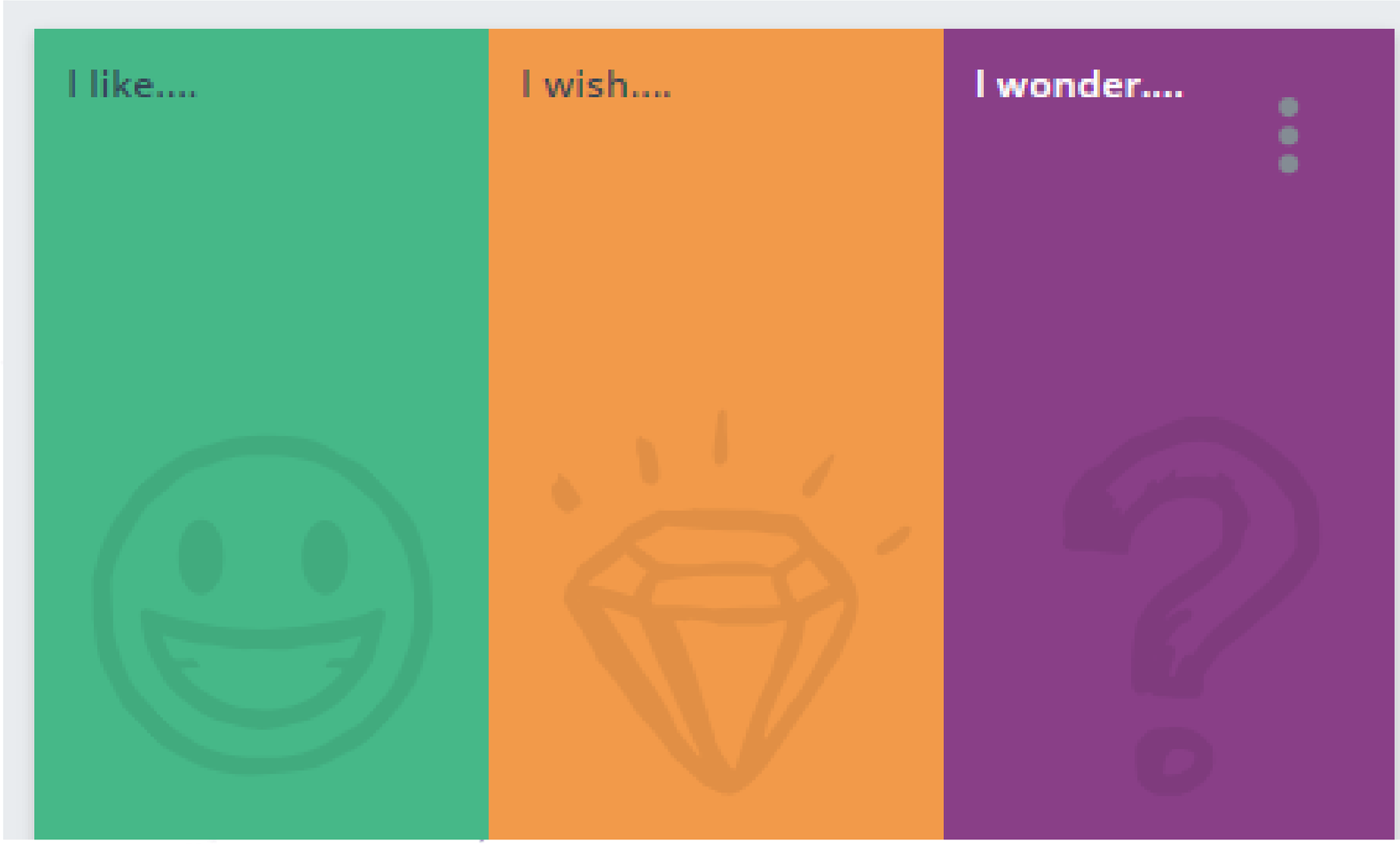
**Broadmeadows Town Hall**

**10 Dimboola Rd, Broadmeadows VIC 3047**

# Our roadmap – Intersections



# Reflection



# Congratulations & thank you



Jemena

# Questions

