Jemena Electricity Network People's Panel

Welcome



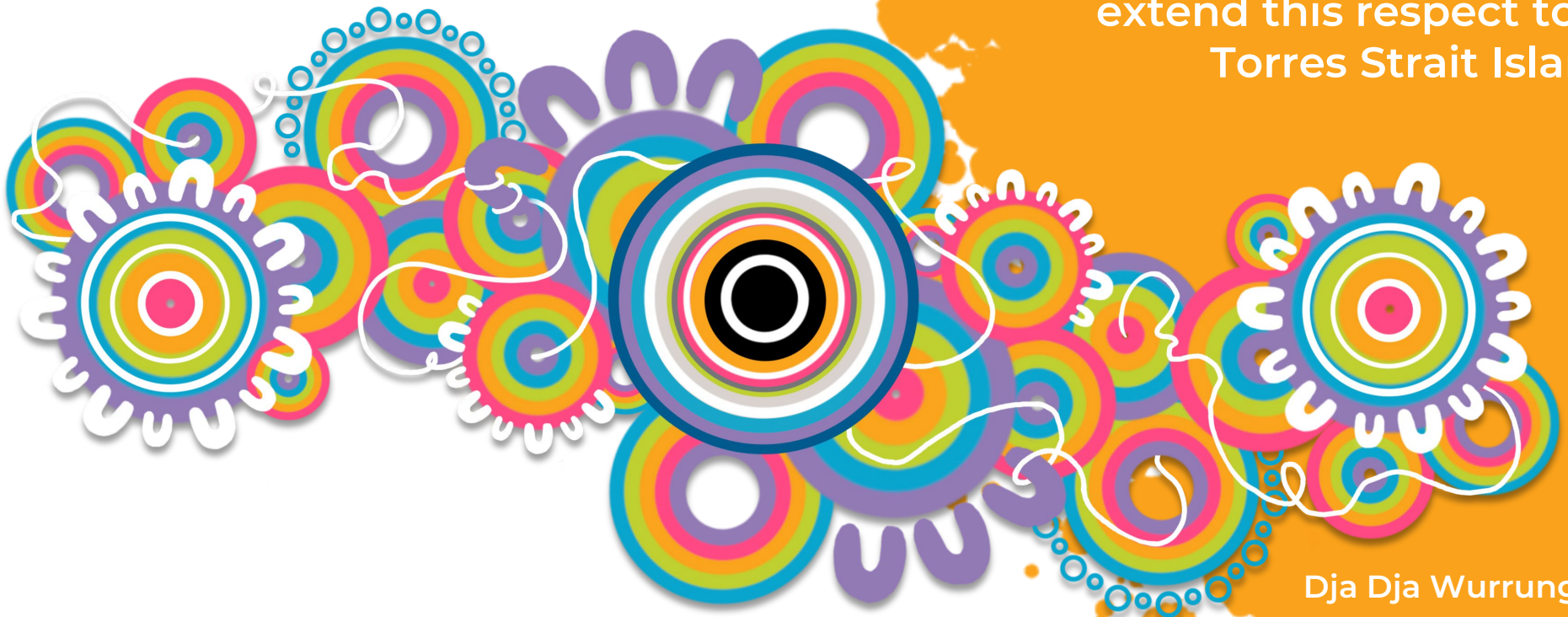
Jemena

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

YOUR FACILITATORS



Lyndal Mackintosh

Principal Facilitator



Belinda Lowing

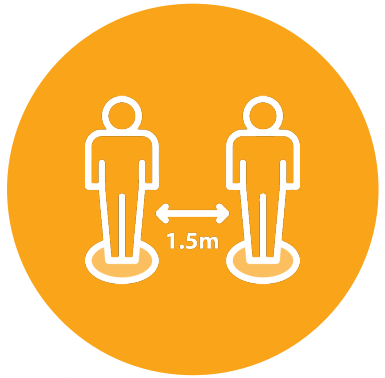
Senior Facilitator



Jody Kingston

Facilitator

BEING SAFE TOGETHER



Distancing 1.5m



Masks

personal preference



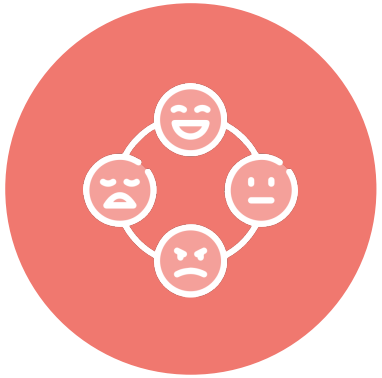
Individual devices



Cough into elbow



Presence



Everyone feels differently about this



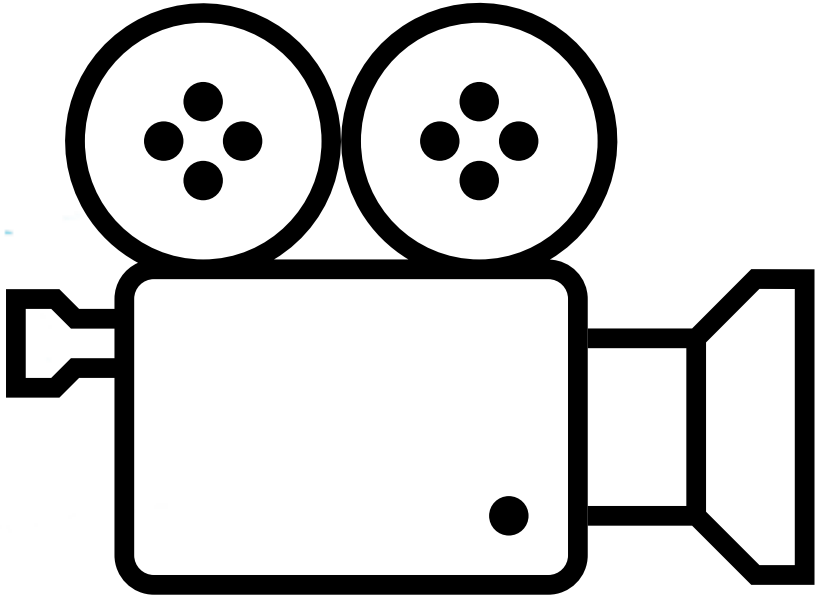
Be kind



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/

WE ARE ABOUT TO OPEN THE ROOM & WELCOME OUR

OBSERVERS

ROOM OPEN



Jemena project team



Shaun Reardon
Executive General Manager, Jemena Networks



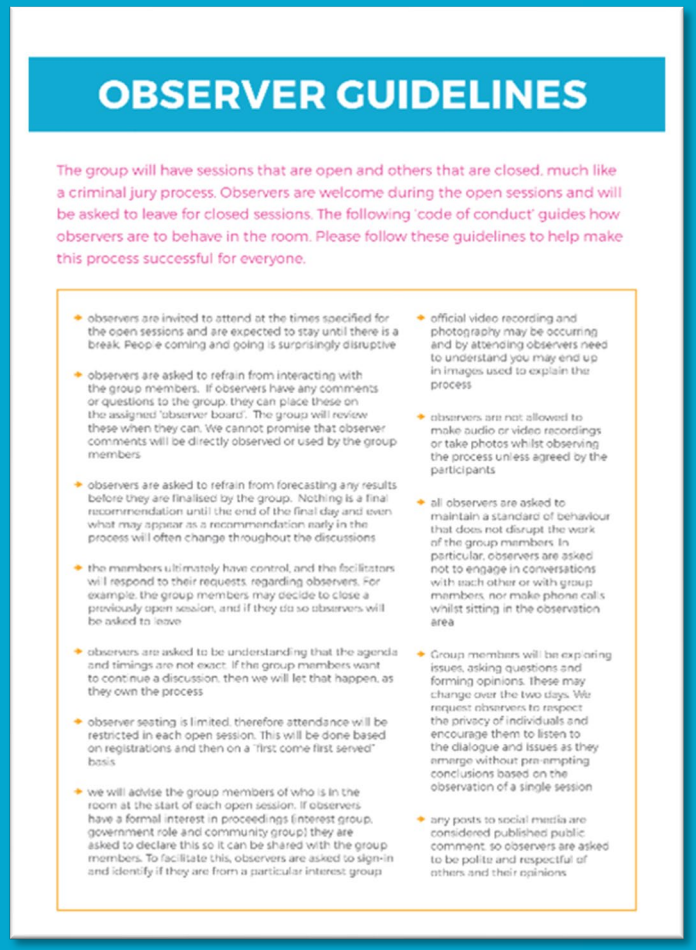
Louise Baring
Customer Engagement Lead



Matthew Serpell
Program Director, Electricity Price Reset

OBSERVERS

- Sandra Centofanti, General Manager, Customer & Commercial
- Julien (JJ) Capraro, Chief Digital Officer
- Russell Dawson, General Manager Commercial Finance
- Lawrence Henry, Contact Centre & Recoverable Works Manager
- Pratham Bhandari, General Manager Digital Jemena Market Platforms
- Adam Oakley, Regulatory Modelling Senior Analyst
- Jesse Mills, CX Innovation Manager
- Johan Ng, Commercial Manager
- Theodora Karastergiou, Future Network & Planning Manager
- Hung Nguyen, Network Planning Team Leader
- Thanh Bui, Future Network Team Leader



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

ROLES

PANEL MEMBERS – YOU!

- Talk about solutions to your remit statement
- Write a report towards the end of the process

JEMENA ELECTRICITY NETWORKS

- Host, support the process and respond to the panel report
- Provide information to help inform the panels decisions
- Observe the panel sessions

MOSAICLAB - FACILITATORS

- Support your deliberations and guide you through your discussions and decisions

Welcome Shaun Reardon



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.”



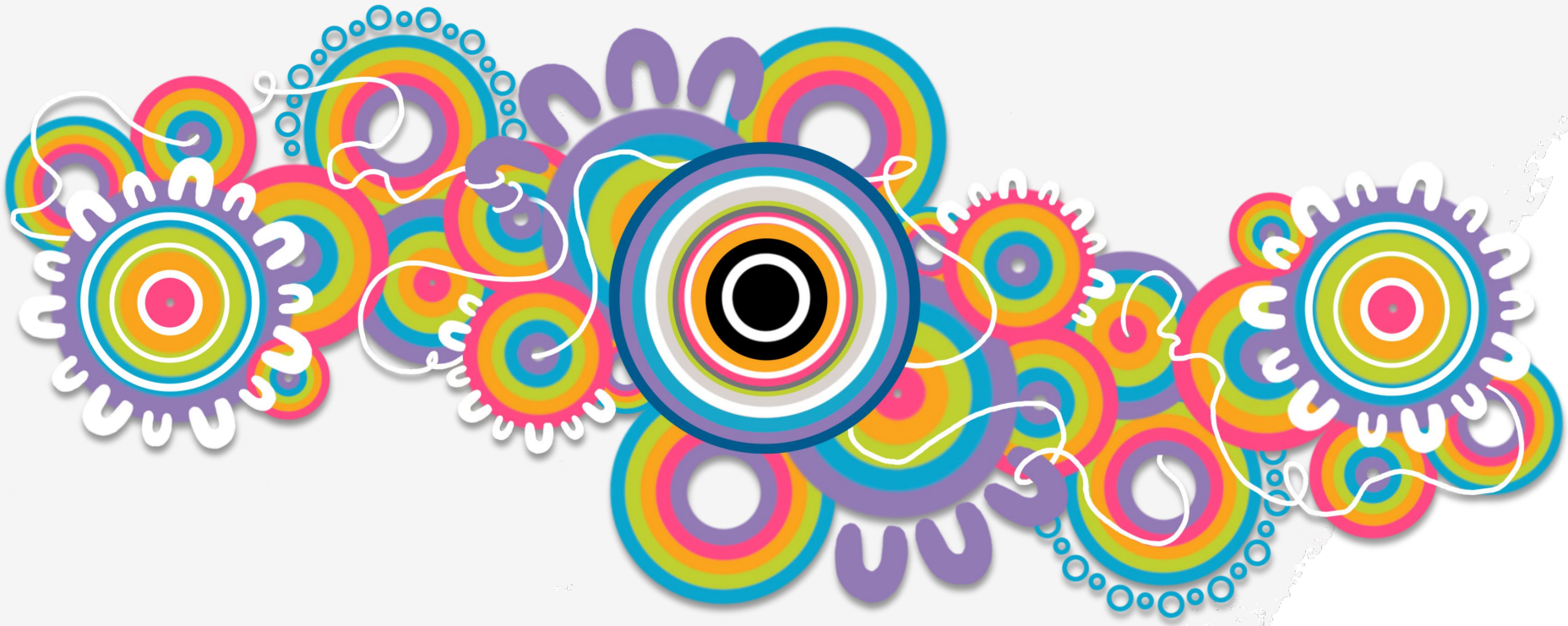
OBJECTIVES

- LEARN ABOUT WHAT THE PANEL WILL DO
- MEET EACH OTHER, ASK QUESTIONS AND CLARIFY YOUR ROLE
- ESTABLISH HOW WE WORK TOGETHER
- REVIEW THE TASK AND THINK ABOUT WHAT WOULD MAKE YOU MORE COMFORTABLE IN YOUR ROLE

Agenda

6.00pm	Welcome & hearing from our host
6.15pm	Getting to know each other
6.35pm	What to expect as a panel member
7.00pm	Social styles and working agreements
7.40pm	Break and mingling
8.00pm	Jemena Electricity Networks – Q&A
8.40pm	Available information, getting ready and next steps
9.00pm	Close

Let's Connect



SAY HELLO AND SHARE

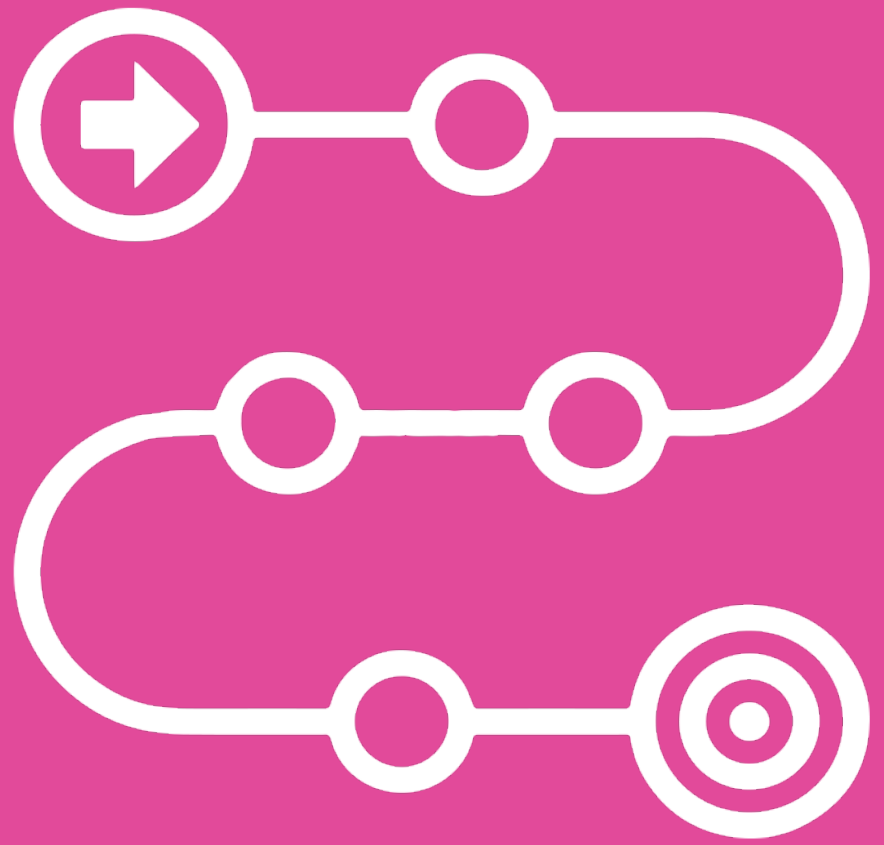
WHY DID YOU SAY YES TO BEING PART OF THIS PEOPLE'S PANEL?

OUR HOPES FOR

JEMENA ELECTRICITY NETWORKS PEOPLE'S PANEL

PANEL ROADMAP

Our journey & what to expect






What is a deliberative Panel?

Definition

Deliberation is a long and careful consideration or discussion.

Public deliberation, when used with the term 'democracy' describes a group of everyday people considering relevant facts from multiple points of view, identifying options, and committing to a group decision.

The deliberative group is randomly selected through an independent process that ensures they are descriptively representative of the demographics of the general population.

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%

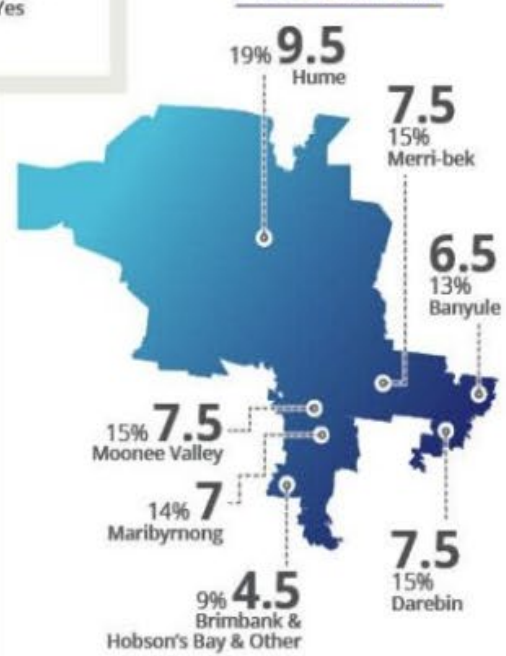
SOLAR

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%

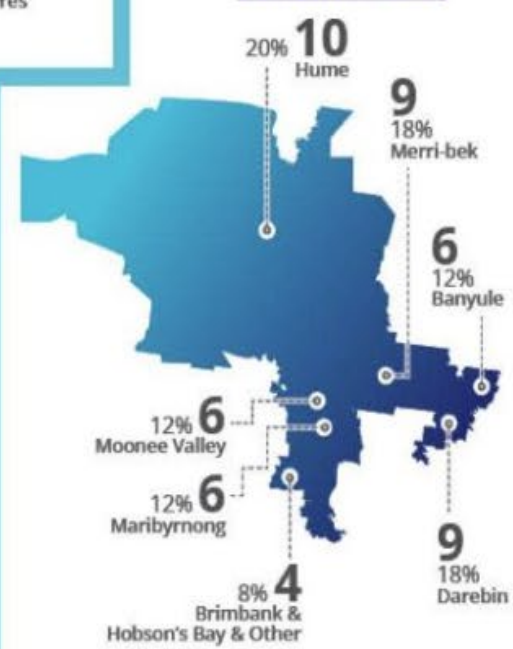
SOLAR

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



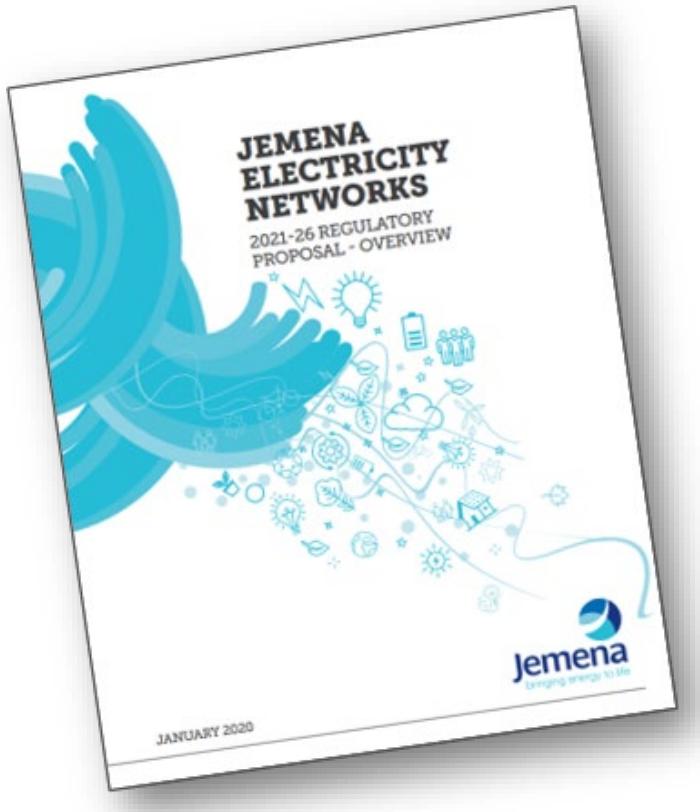
Our challenge

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

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
TODAY	**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

What you can influence



What people CAN influence during the engagement

- Ways to transition to a new energy future that meets the customer needs of today.
- Network tariffs and how they support the Jemena Energy Network customer base.
- A fair approach to managing our future tariffs so that our most vulnerable customers are supported.
- How important it is for Jemena to transition to clean energy.
- Two way export tariffs for properties with solar.
- What customers value about customer service from their energy distributor and how they may be incentivised.
- Value of the network reliability and resilience for customers.

What people CANNOT influence during the engagement

- Government Policies and Regulations that focus on the legal and regulatory standards and obligations.
- Federal and State Government set emissions reductions policies and targets.
- Jemena Energy Network operates as an established reliable and secure energy network that adheres to safety standards.
- Climate science.

Our promise to you

We Promise to...

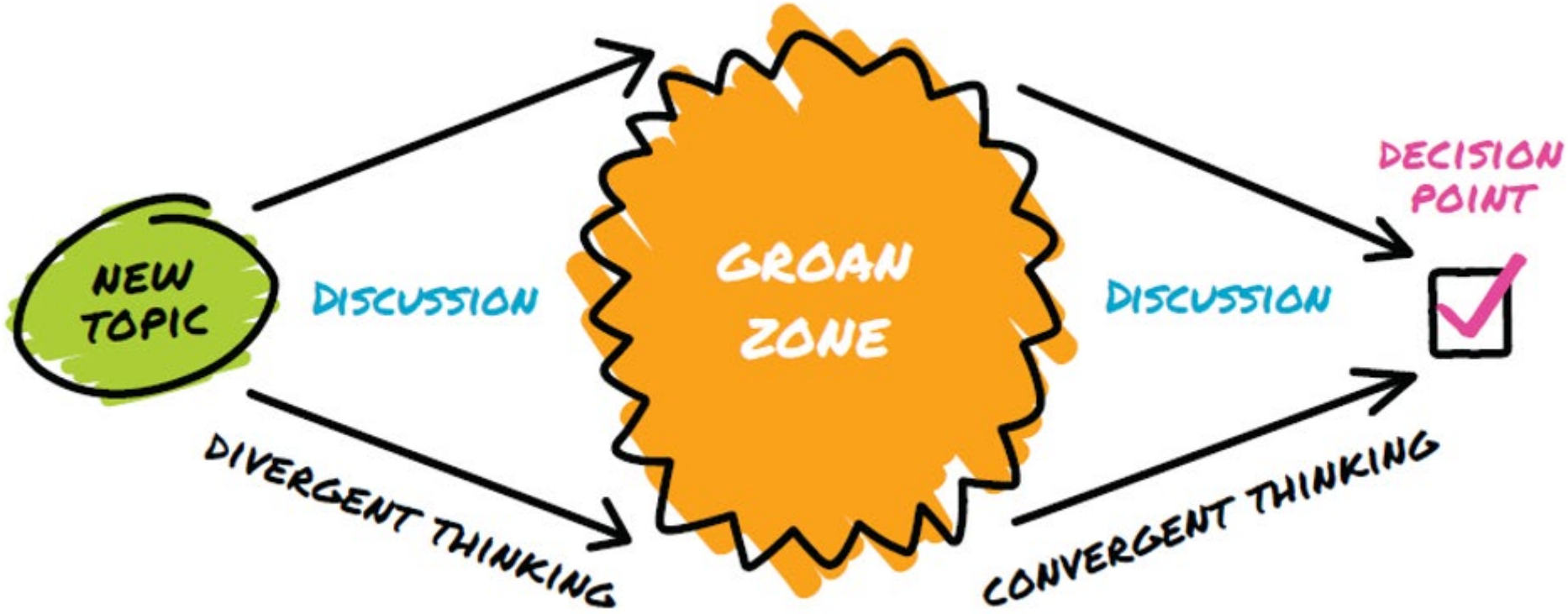
- Provide factual and easy to understand information to help build your knowledge
- Follow up on your information requests in a timely manner
- Be accountable for what we say we will do
- Hear, learn and understand from you and acknowledge that your lived experience is valuable
- Document, record and share all inputs
- Base the Price Regulatory Determination Proposal on your ideas, priorities and recommendations to the maximum extent possible
- Identify where we can't incorporate a recommendation and clearly explain why

Jemena

GROUP DECISION MAKING

COLLABORATIVE	ACTIVE	DELIBERATIVE
We work to a shared decision	We work in small & large groups	We weigh up information & decide the best course of action

GROUP DECISION MAKING



- Consensus (where possible)
- 80% rule (super majority) & Minority reports
- Identify what is most important in response to the remit

Working and thinking together

OUR SOCIAL STYLES AND GROUP AGREEMENTS



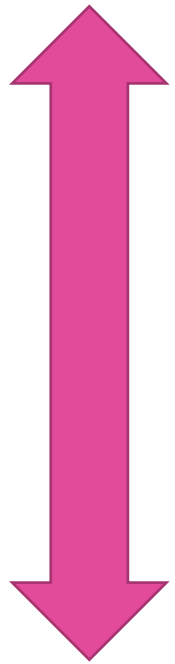
What are our social styles?

LET US BEGIN WITH

TWO QUESTIONS...

WHEN IT COMES
TO COMMUNICATING
DO YOU PREFER TO
TELL OR *ASK*?

TELL



ASK

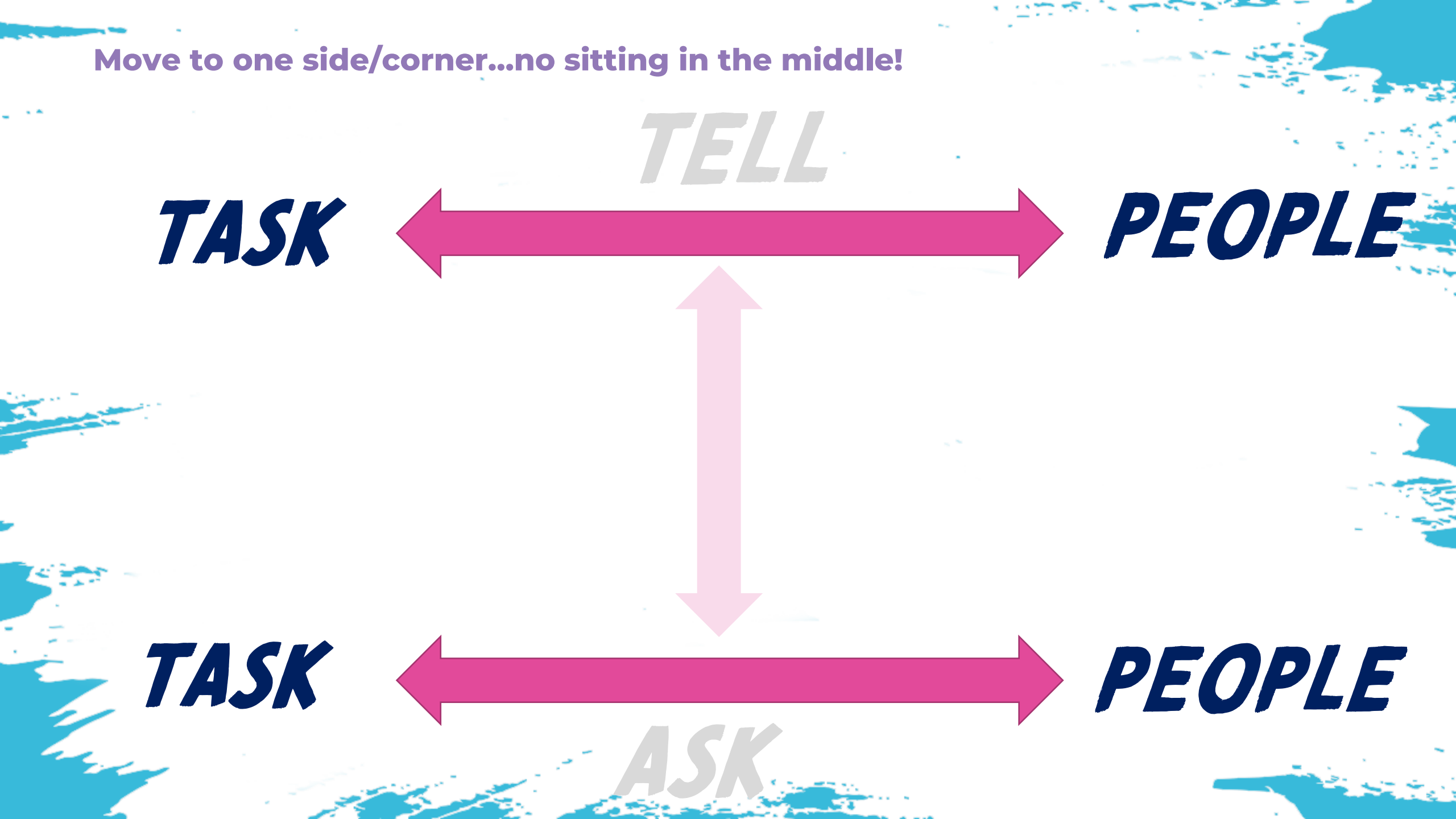
WHEN IT COMES

TO COMMUNICATING

ARE YOU MORE INTERESTED IN

THE *TASK* OR *PEOPLE*?

Move to one side/corner...no sitting in the middle!



TELL

TASK

PEOPLE

ASK

I like to...

Get to facts quickly

Have all details and fast

Be direct

Ask focused questions

Talk fast

Move to action asap



DRIVER

I like to...

Be informal

Share my passion

Think of the big picture

Avoid details

See visual data



EXPRESSIVE

I like to...

Hear all the facts

Make the connections

Understand the logic

Think things through

Access knowledge



ANALYTICAL

I like to...

Understand relationships

Know range of emotions

Spend time listening

Reflect on how this impacts me



AMIABLE

SO, WHAT HAPPENS TO OUR SOCIAL STYLES WHEN WE WORK WITH OTHERS?

Our working agreements

What do we do if...

Someone **won't compromise** or yield any ground on an idea/thought?

Someone speaks to someone in an **'angry' manner**?

We simply **don't agree**?

We are **agreeing too quickly** without discussion?

Other situations?



Our working agreements

IN SMALL GROUPS:

Talk about what we need to **work well together** and how we can **support each other** if these aren't happening

Add template



Break time

Back at 8.00PM

Jemena’s electricity network

Matthew Serpell
Program Director



Our challenge

Jemena
bringing energy to life

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

Engagement

People's Panel

Customer Voice Groups

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

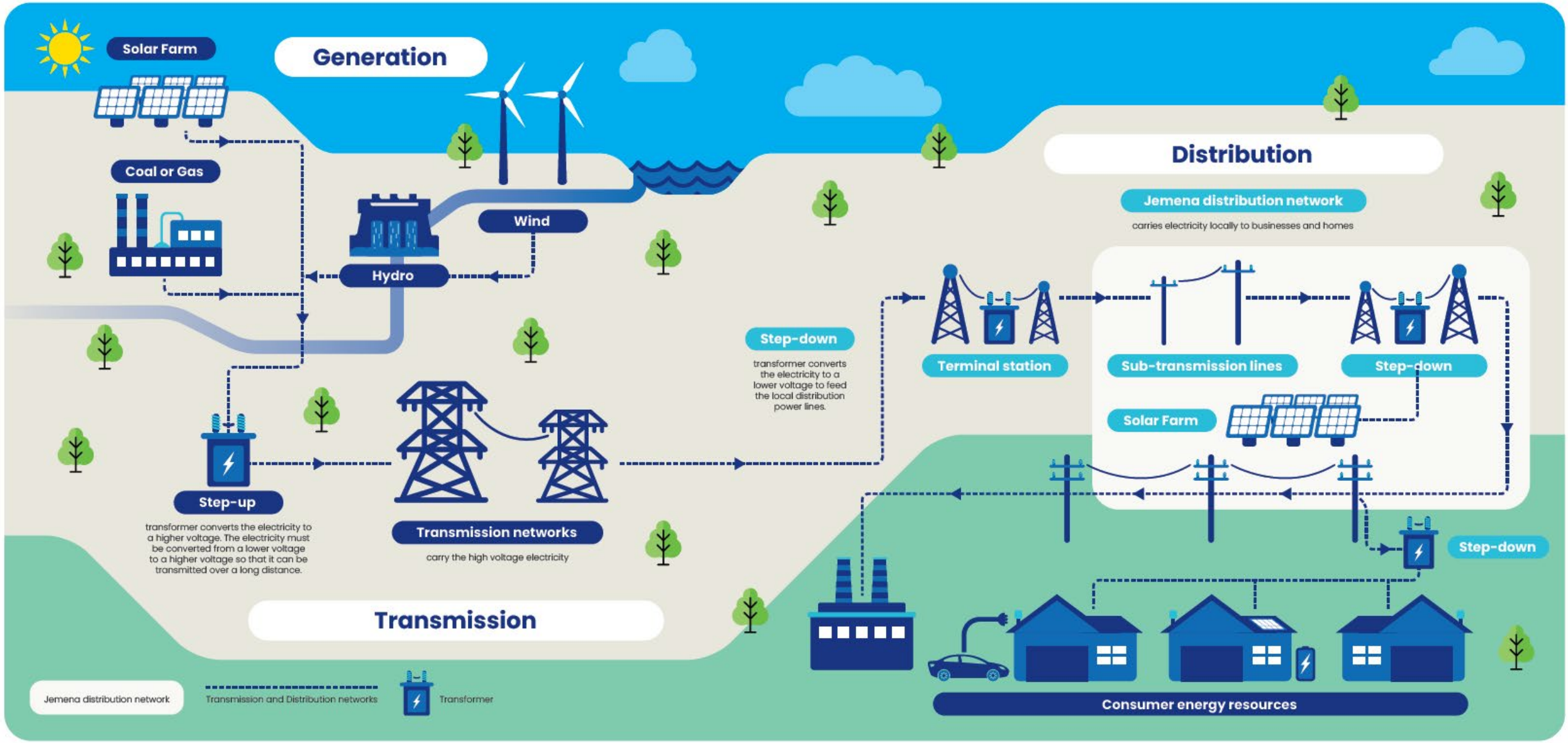
Energy Reference Group

Joint VICDB engagement

Large commercial customer engagement

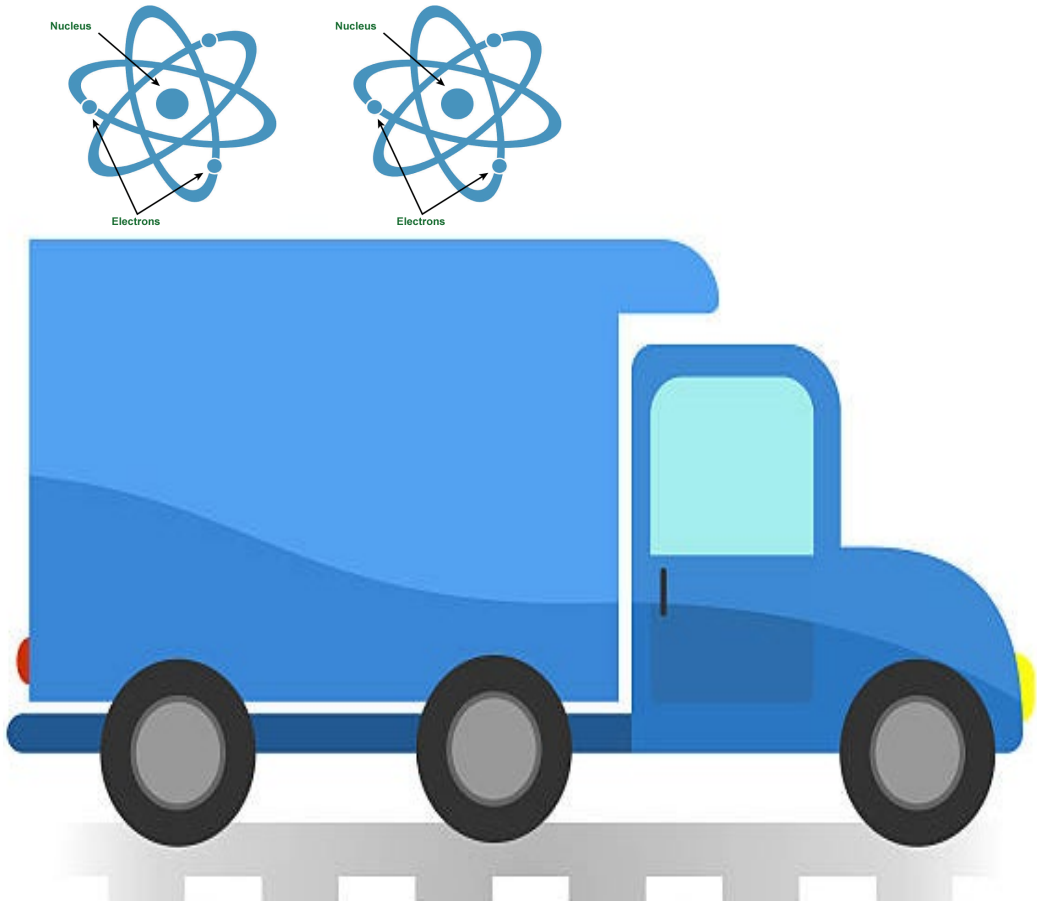
Small & med business customer engagement

How the electricity supply chain works



We carry electrons to your home safely & reliably

Jemena
bringing energy to life






Jemena
bringing energy to life

The stages of electricity



Generation Transmission Distribution Retailer Your Bill

Jemena
bringing energy to life

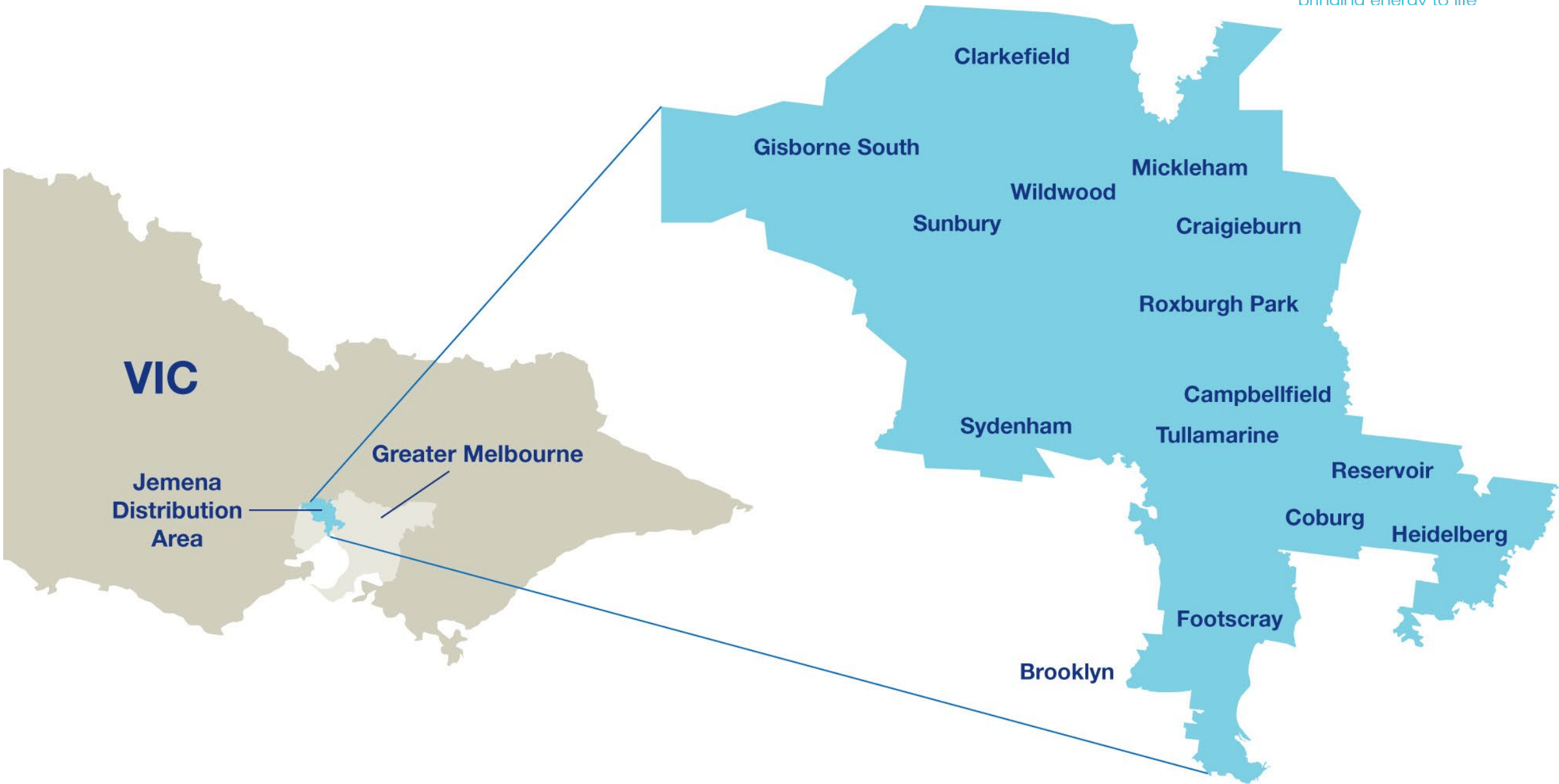
Jemena’s electricity network







Jemena's electricity network



What we do



Electricity supply



Emergencies



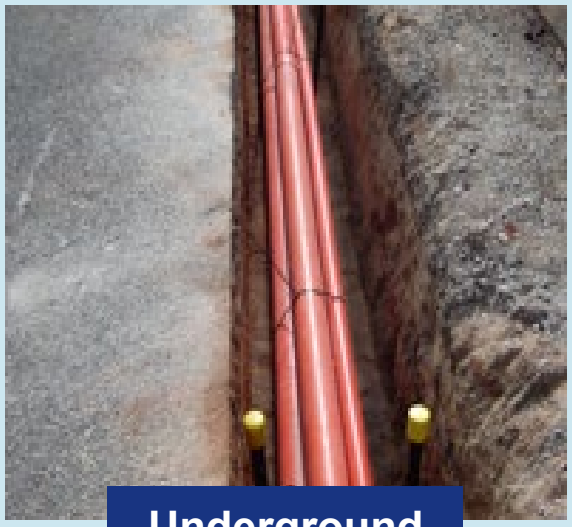
Life support



Streetlights



Portal



Underground



Customer Care



Connections

Our customers





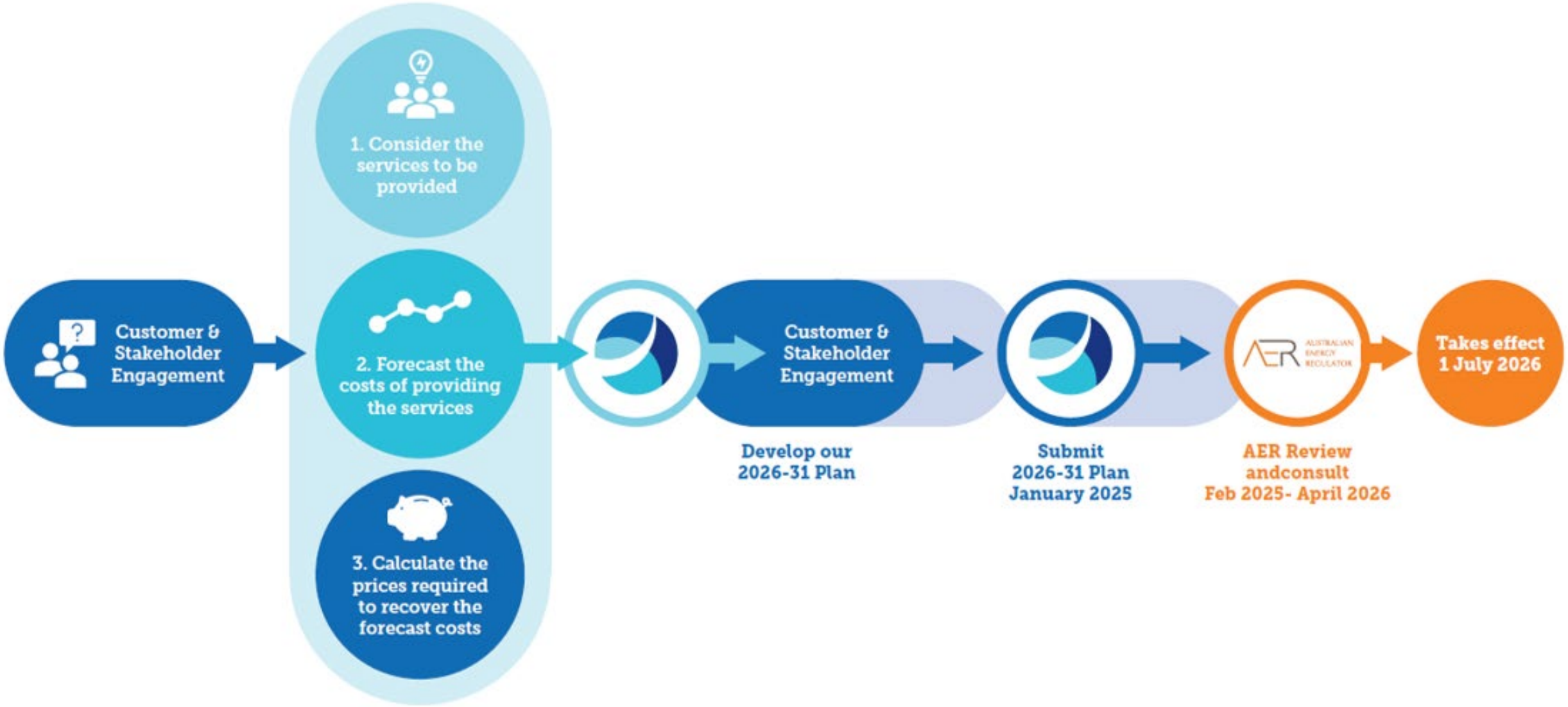




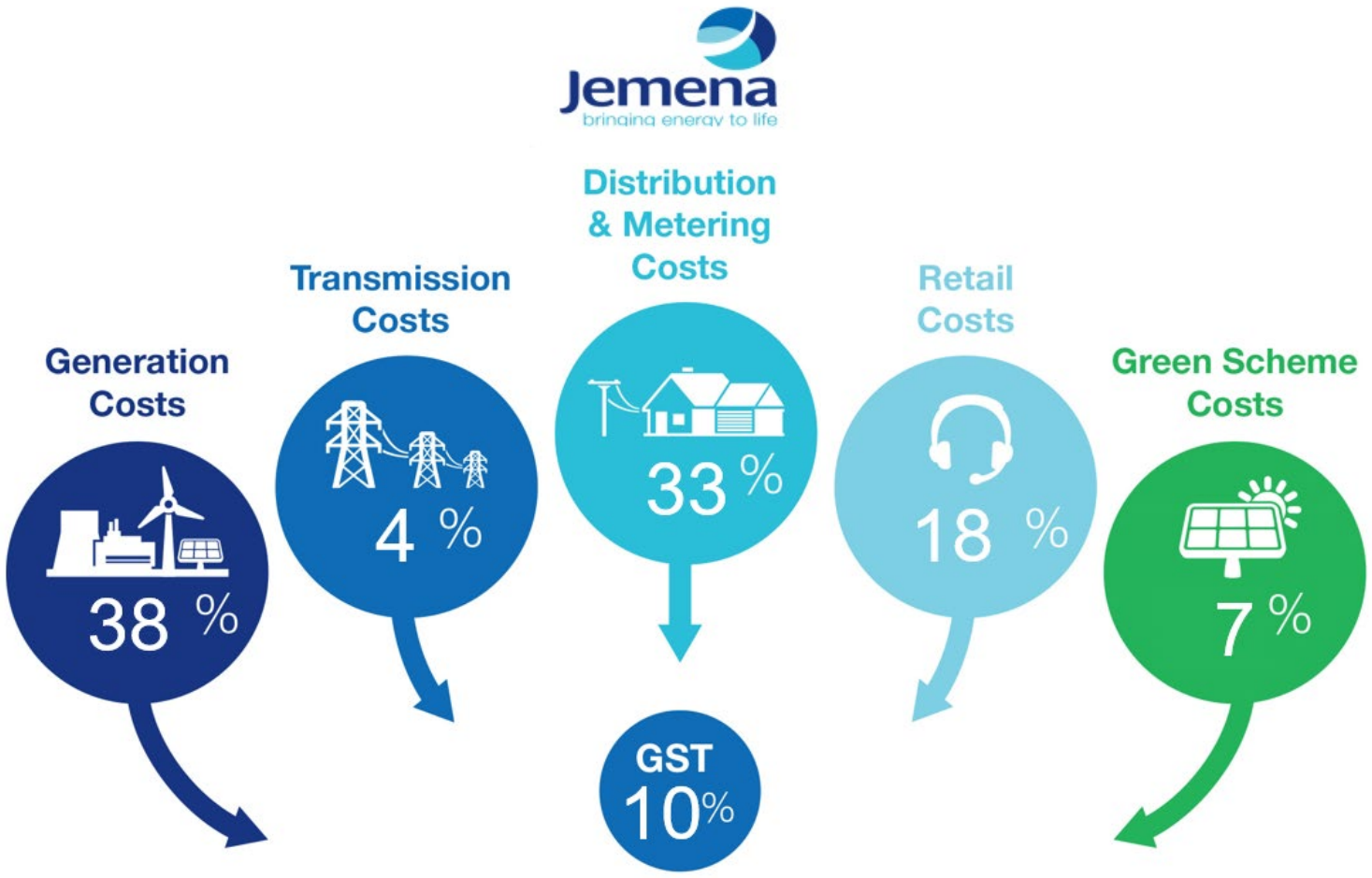




What is a price reset?

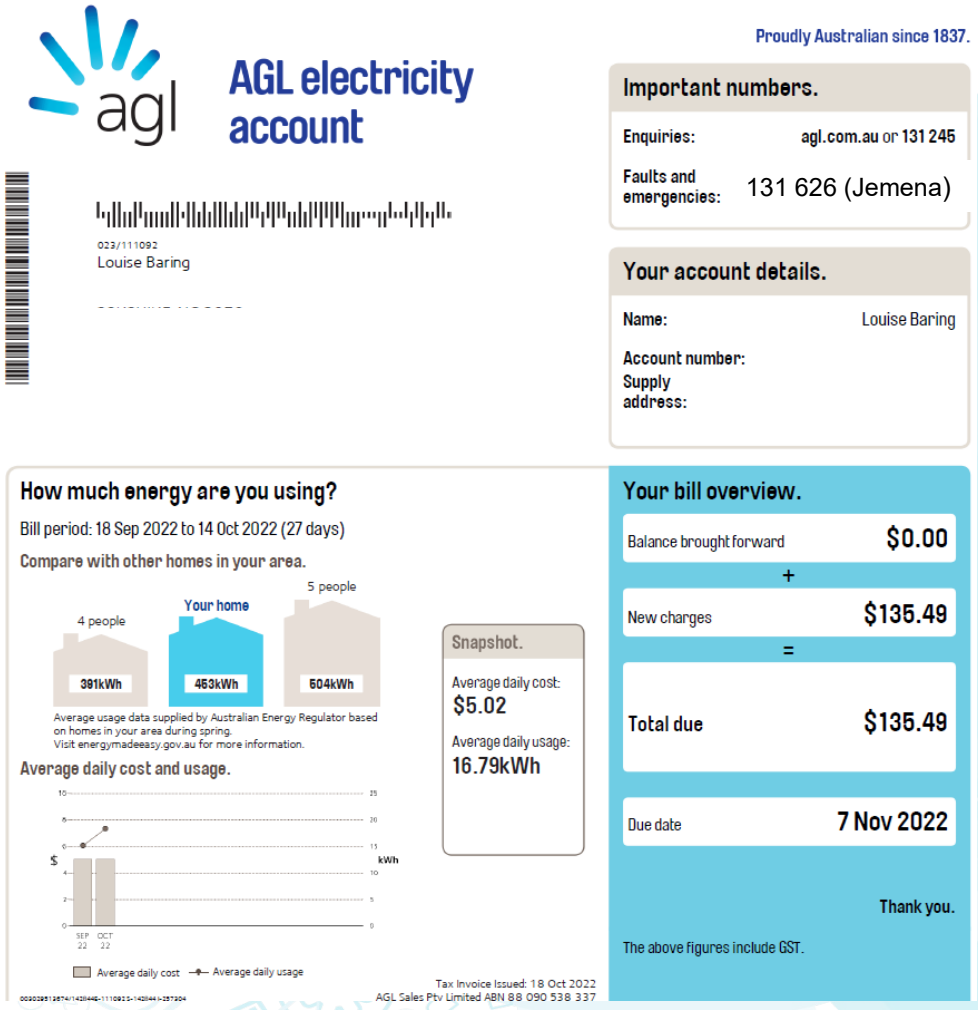


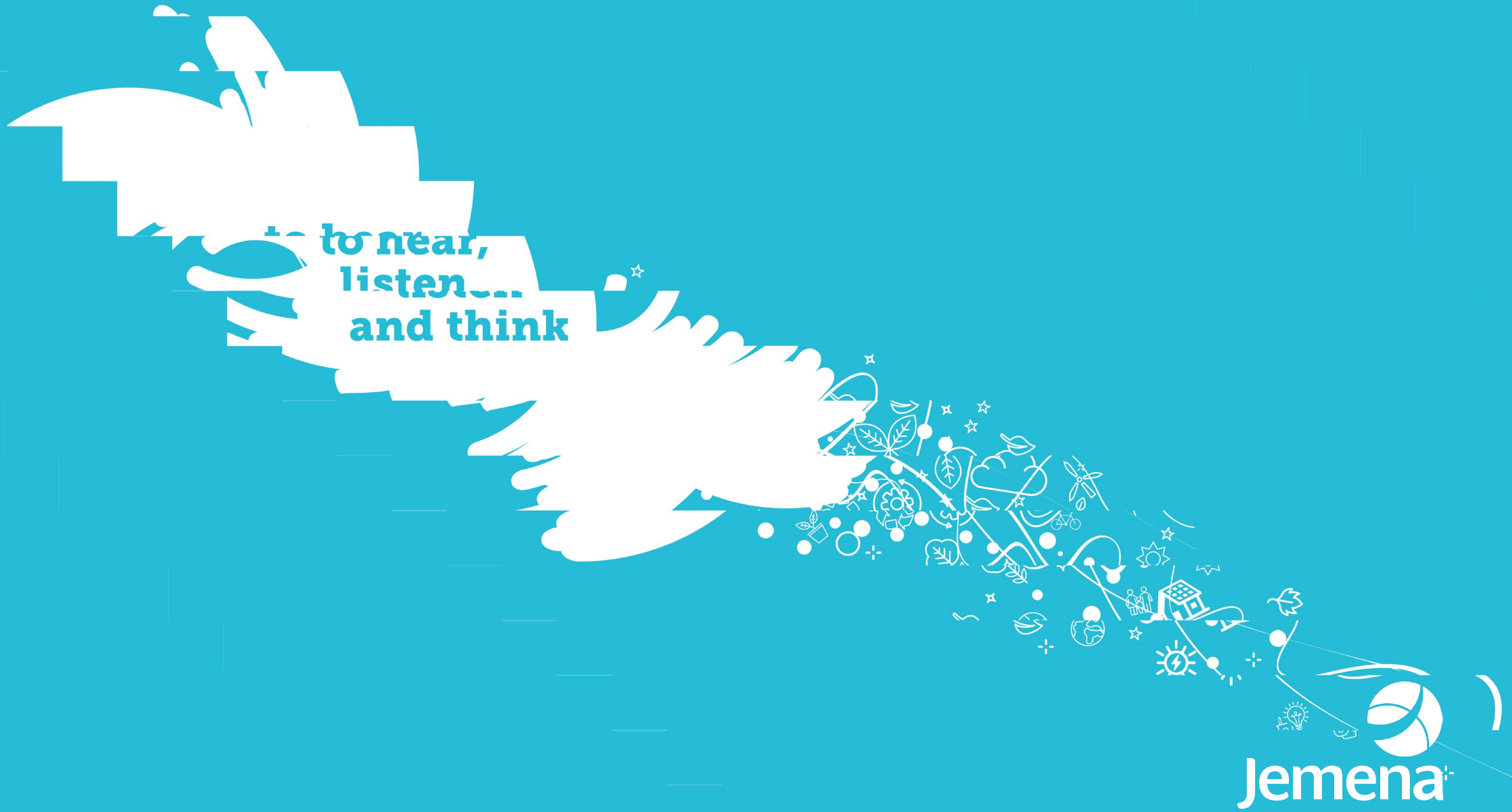
How your bill is calculated



$1,876

Typical annual electricity bill




to hear,
and think
Jemena

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

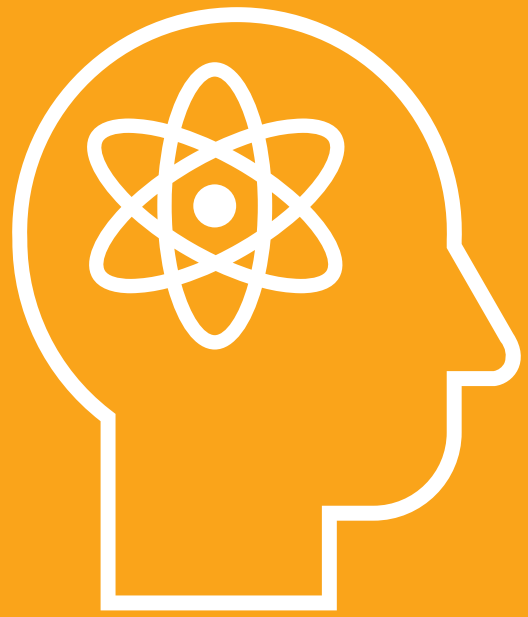




Q&A

Jemena

UNDERSTANDING THE AVAILABLE INFORMATION



Information available



You will also receive a manual or background report from Jemena that talks to your remit.

This will be available the week of 13 November.

GETTING ONLINE



GridTalk.com.au

Jemena

Jemena
bringing energy to life

Home | English | My profile



Powering our future

Your views will shape the future of your electricity network.



Who we are

Everyday we deliver energy to your home and business, keeping the lights on and your energy safely flowing.

Find out more >



Electricity prices

As an electricity distribution network business, the prices we charge customers are regulated by the Australian Energy Regulator.

Find out more >



Customer engagement

Our customer and stakeholder engagement approach aims to capture a diverse and large range of views to shape our 2026-2031 Regulatory Proposal.

Find out more >

People’s Panel page



Residential customers

There are more than 370,000 residential customers in our electricity network in north and western Melbourne. Residential customers can get involved in our customer engagement.

Find out more >



Small to medium business customers

Small and medium businesses in our network are vital to local communities.

Find out more >



Large commercial and industrial customers

Our large commercial and industrial customers deliver key services and products to Victoria and beyond.

Find out more >



People's Panel

A People's Panel is a group of community representatives coming together to learn about energy, discuss issues and provide feedback to shape our 20 2031 Regulatory Proposal.

Find out more >



Customer Voice Groups

Our customer voice groups represent the rich diversity of customers in our network.

Find out more >



Energy Reference Group

We will be establishing an Energy Reference Group to help guide our 2026-31 Regulatory Proposal.

Find out more >

People's Panel



People's Panel

To make sure customers have the opportunity to influence electricity distribution costs over the 2026-2031 five-year period, we will assemble a 'People's Panel', comprising of a cross-section of our electricity customers in our network.

A People's Panel is a group of community representatives coming together to learn about energy, discuss issues and provide feedback over a select number of sessions. The panel will comprise approximately 45 participants who represent the diversity of the community in north and western Melbourne.

This approach that provides a way for 'everyday citizens' to work through complex matters, including difficult trade-offs that are involved in policy making.

The People's Panel is an important part of ensuring customers have the opportunity to provide recommendations that will directly impact the prices they pay and the services they use.

Jemena's People Panel from 2019



People's Panel members only page

Timeline

- Previous People's Panel workshop - May 2023
- Recruitment to join People's Panel - Sep 2023
- Establishment of People's Panel - Oct 2023
- Social event - 18 Oct 2023
- Orientation - 2 Nov 2023
- Session 1 - 25 Nov 2023
- Session 2 - Feb 2024
- Session 3 - 16 March 2024
- Session 5 - 20 April 2024

People's Panel

Your guide to being a member of Jemena's People Panel



Welcome to the People's Panel

As diverse residential customers with different lived experience, you bring a unique perspective on energy, electricity and the future of our network. This includes your experiences navigating your way through the energy system; from using electricity, finding information and paying your bill.
We also want to understand your needs, hopes and aspirations as we move to a more sustainable future.

The outcomes from our discussions with the People's Panel are important as they will directly impact the future of our business, and ultimately, all of our customers.

Thank you for your involvement and unique perspectives you bring to the group.

Who we are



Timeline

- Previous People's Panel workshop - May 2023
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- Session 3 - 16 March 2024
- Session 5 - 20 April 2024

See less

Session materials

People's Panel Handbook
PDF (7.08 MB)

LET'S CHECK IN



HOW COMFORTABLE ARE YOU WITH THE TASK AHEAD?

ON A SCALE OF 1-5

1 = NOT COMFORTABLE 5 = VERY COMFORTABLE

WHAT WOULD MAKE YOU MORE COMFORTABLE?

Next steps

Before you leave:

- Complete photo consent form
- Take a power and privilege worksheet

In the follow up email (tomorrow):

- Pre-deliberation survey
- Link & instructions to GridTalk

On GridTalk:

- Information shared today
- We will post the working agreements

PRE DELIBERATION SURVEY

UNDERSTANDING YOUR EXPERIENCE AS A PANELLIST

Please complete before:

Tonight

We are looking for a few people to **participate in a quick VoxPop video interview**

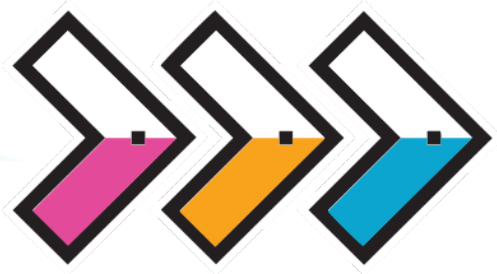
See us if you would like to share your experience with us



NEXT SESSION

SATURDAY 25 NOVEMBER
9.00AM – 5.00PM

Town Hall
Broadmeadows



Don’t worry there will be lots of breaks!



Thank you

Jemena