

Jemena Electricity Networks

A guide to our 2026 Draft **Plan**

Jemena
bringing energy to life

Acknowledgement of Country

We acknowledge the many Traditional Owners across this Great Southern Land on which our Group employees and contractors live, work, volunteer, and play.

We pay our respect to the oldest continuing cultures on this planet by way of acknowledging Elders past and present.

We recognise that the First Peoples have lived, travelled on and cared for this Country for thousands of years. Without hesitation, we acknowledge First Peoples connections to the lands and waters of this Country including those relationships with all that is on, above, in, and under the waterways, seascapes, and landscapes.

With an open heart and mind, we are committed to listening and learning from the experiences, traditions, stories, customs, and practices of Australia's First Nations Peoples as we bring our projects to life in many communities where we work. We remain committed to working with First Peoples in co-creating shared futures, and building energy infrastructure, maintenance, and services for new and existing communities.

We honour and pay tribute to the legacy gifts of knowledge, experience and wisdom born from thousands of First Nations generations associated with the lands and waters.

We will work collaboratively with First Nations employees, Elders and Communities to preserve and grow the legacies of the past for the generations to come.

" Wurru Wurru Biik Djirringu – Sky Country of Lightning" by Simone Thomson

Simone is a Melbourne based Aboriginal artist and Traditional Owner of Victoria's Woi-Wurrung Wurundjeri and Yorta-Yorta language groups through her mother. Simone also has Irish and Scottish heritage from her father. Simone draws inspiration for her art from the abundant textures and colours of this beautiful land, along with the ancestral bonds she has to the Birrarung (Yarra River) and Dhungala (the Murray River).



Simone Thomson, a proud Wurundjeri and Yorta-Yorta woman



Wurru Wurru Biik Djirringu – Sky Country of Lightning

The traditional language of the Wurundjeri People is Woi-Wurrung. In the Woi-Wurrung language, the name Wurundjeri is in two parts. 'Wurun' meaning the manna gum tree, and 'djeri', the white grub that lives in the tree – the witchetty grub. Manna gum leaves float across the sky symbolising deep respects to the traditional custodians of the lands and waterways in which Jemena operates – Wurundjeri Country.

Birrarung, the majestic river of mist and shadows weaves gently across country from its birthplace at the foothills of the Great Dividing Range, to the saltwater Bay of Naarm, the place known as Melbourne. This significant and sacred waterway was a vital food source and means of travel, and the meeting place for inter-clan trade and ceremonies. The flowing water represents our connection to energy and mother earth and the relationship we all have with this vital resource.

Campsites are depicted along the river; they are the arced shaped mounds representing the customer homes within the region that Jemena services. Trees along the waterways represent the growing strength of Jemena and symbolise the intricate root system beneath country linking its customers. A burst of lightning strikes from the sky above, a flicker of light represents its relationship to power and its likeness to the extensive network of tree roots symbolising the distribution of power.

Bunjil the Wedgetail Eagle is the great and mighty creator spirit for the Wurundjeri People and all the Kulin Tribes. He created the lands and sacred waterways and all the flowers, trees and animals. After his creation he took the clay from the earth and moulded it into his people.

He took the string from the stringy bark tree and used it for their hair, then he blew into their mouths so they could breathe. After this, Bunjil was tired. So, he asked Waa the Crow, the Keeper of the Wind and Water if he could open up his bag of wind, he was too tired to use his wings to fly.

Waa did as he was asked and opened up his bag, but the wind was small. Bunjil asked him to open wider for a bigger wind, so Waa did as he was asked and opened his bag wider creating a mighty and powerful whirly wind. It lifted Bunjil into the air and carried him high into the sky right up into the heavens where he became the stars. This is where he remains today watching over his beautiful creation.

In the Aboriginal way, a person is represented by the 'U' and 'n' symbol. From the bird's eye view, this is the shape a person makes whilst sitting on the ground, knees crossed. People are shown around the interconnecting circles representing the many communities across Wurundjeri Country who are customers of Jemena. White dots around these circles symbolise Bunjil's stars in the sky country representing light and power distributed by Jemena.

The large Gathering Circle along Birrarung is the meeting place of Jemena. This is the place where its community gather symbolising the commitment they share in delivering power to its customers, the broader community. It is the place where Bunjil circles from above in his sky country of lightning – wurru wurru biik djirringu.

Simone Thomson, a proud Wurundjeri and Yorta-Yorta woman








Jemena
Customer Voice
Recognition

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1. Purpose

As an electricity distribution network service provider, we are subject to economic regulation under the National Electricity Rules. The prices we charge customers are overseen by the Australian Energy Regulator who regulates monopoly energy network businesses like ours.

The Australian Energy Regulator reviews our investment and operating requirements in five-year cycles and sets network prices annually. In the build-up to each new five-year term, we submit a Regulatory Proposal that outlines our plans for the next regulatory period and how we expect to fund them.

This document summarises our plans for Jemena Electricity Networks over the financial years 2026 to 2031.

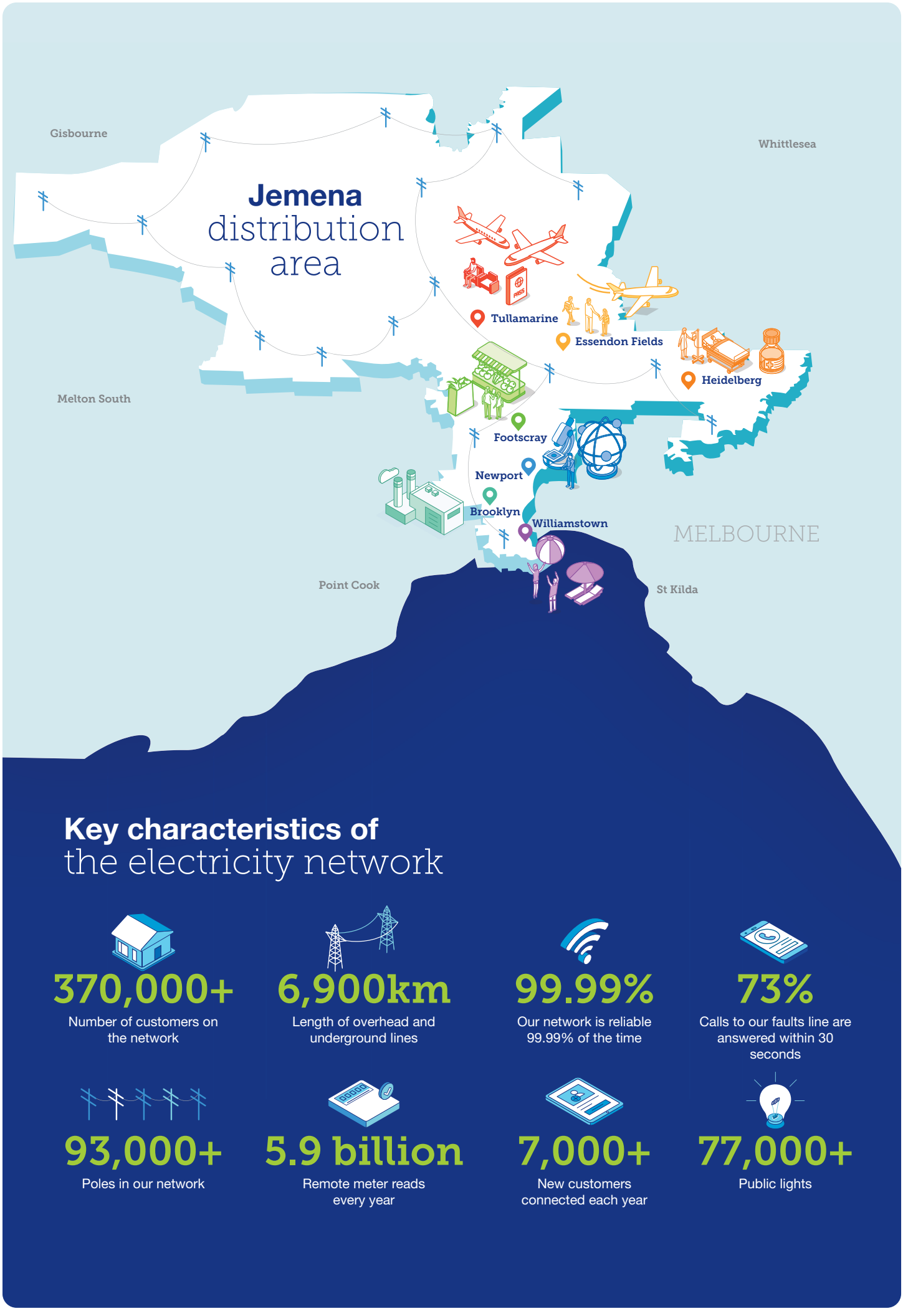


2. Jemena Electricity Network

Our electricity network is one of five electricity distribution networks operating in Victoria. We are the sole distributor of electricity in north-west greater Melbourne. Every day we help deliver electricity to over 370,000+ homes and businesses across north and western Melbourne.

We build and manage the infrastructure that transports electricity over a 950-square-kilometre area and provide energy to support businesses and critical infrastructure, such as Melbourne Airport, which sits in the middle of our distribution area.





Key characteristics of the electricity network

370,000+
Number of customers on the network

6,900km
Length of overhead and underground lines

99.99%
Our network is reliable 99.99% of the time

73%
Calls to our faults line are answered within 30 seconds

93,000+
Poles in our network

5.9 billion
Remote meter reads every year

7,000+
New customers connected each year

77,000+
Public lights

3. Overview of the Draft Plan

Our customers are at the heart of our business, and they've told us what is important to them as we prepare for the future of our electricity network in north west Melbourne. We heard their views and have developed our Draft Plan that sets our pricing and services. We have engaged deeply with a diverse range of customers who have given us rich insights into the role we can play as we transition to a more sustainable energy future.

We're now seeking feedback on this Draft Plan to ensure all voices are heard.

Our Draft Plan reflects our response to the set of recommendations our customers made over the course of our engagement with them, including:

- creating an efficient and sustainable solution that incorporates the latest technologies to strengthen the safety and security of our electricity network
- developing resilience initiatives to withstand and recover from more extreme events
- developing simple and accessible content to improve customer communications
- utilising technology to help educate customers on what we do and increase energy literacy.

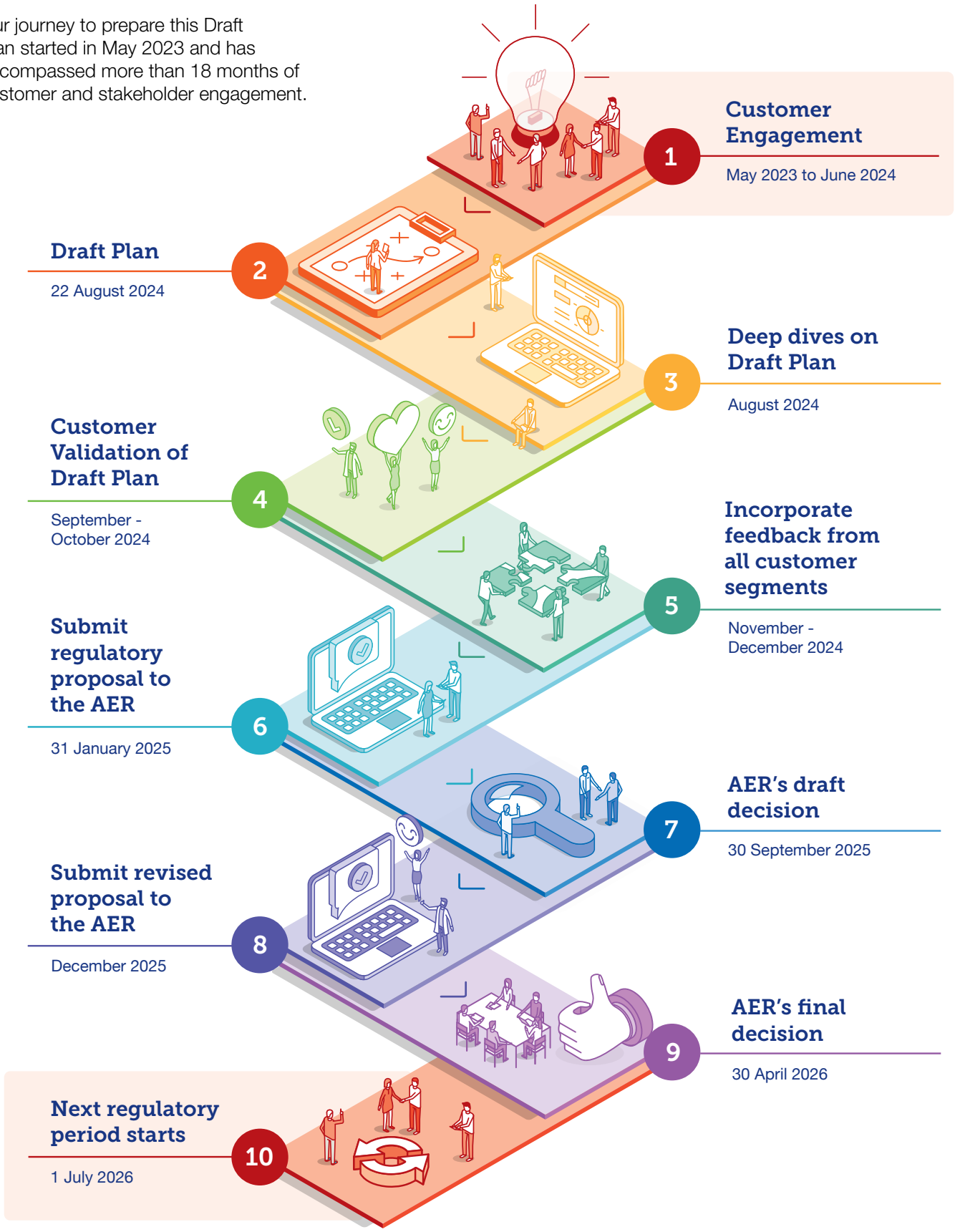
We welcome your feedback on our Draft Plan by **Monday, 16 September 2024**.

Take the survey by visiting **GridTalk.com.au/yoursay**



4. The journey to approval

Our journey to prepare this Draft Plan started in May 2023 and has encompassed more than 18 months of customer and stakeholder engagement.



5. Strategic context and background to our Draft Plan

As our society increases its reliance on electricity for our daily lives and as we progress towards a decarbonised future, the electricity system has and will continue to change. As it transforms, so too does our role as an electricity distribution network service provider. We also see an evolution in our workforce and the technologies we procure to support this change.

Customers want to connect to and interact with the electricity system in many ways. These include using electric vehicles and community batteries and generating electricity back into the grid from rooftop solar. As we move to more electricity use and small-scale generation, we also need to manage the network's congestion.

Customers, governments, and regulators will influence this transition, as will other changes in the National Electricity Market. Given these changes, we need to pre-empt the transformation, manage its impact, and embrace the challenges it presents.

These once-in-a-generation changes present both opportunities and challenges for our customers and the electricity network more generally. Underpinning these changes though is an element of uncertainty – which is also reflected in our Draft Plan.

Our engagement with our customers has been conducted in accordance with the Australian Energy Regulator's Better Resets Handbook and the International Association for Public Participation Core Values Framework.







6. Our customer engagement

Our customer engagement strategy includes 11 core engagement streams designed to enable us to deeply understand and engage with the full spectrum of customers we serve in ways that best suit them.

To strengthen and unify the groups, we embedded ways to interconnect groups to cross-pollinate ideas and gather feedback. This included opportunities for groups to:

- meet each other and understand what each brings to the process
- have access to key messages and outcomes reports
- have dedicated connector roles to observe and report back.

This approach not only enriched and increased the understanding of diverse customer needs, but also the perspectives across all engagement streams.

It also included strong evaluation mechanisms and an independent evaluation of our deliberative customer engagement approach, ensuring that throughout the process, we built in evaluation and monitoring mechanisms to ensure we meet and exceed best practice standards and AER expectations.

Our core engagement groups included:

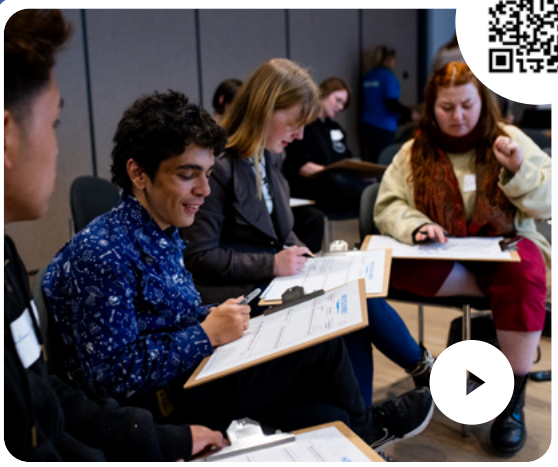
- An **Energy Reference Group** – an expert energy panel that discussed complex issues and provided clear, independent advice and recommendations that have the long-term interests of customers in mind.
- A **People's Panel** – a People's Panel that included approximately 50 diverse customers who make up a statistical representation of customers in our network area.
- **Customer Voice Groups** – six customer voice groups, including up to 18 members who met four times. These groups included customers with lived experience of disability, mental health difficulties, customers from multicultural communities, young people, First Nations Peoples and seniors. Each group had a senior leader from Jemena to help champion the group to connect, listen and understand their needs. The groups each provided advice and insights to the People's Panel for their consideration in making recommendations given their unique needs.
- **Customer research** – conducting a bespoke survey for 1,000 residential customers from across our network for the price review to gain a broad spectrum of views and data points.
- **Joint engagement by Victorian electricity distribution businesses** – joint engagement sessions with Victorian electricity distribution businesses across the topics of framework and approach, affordability and equity, reliability and resilience, network tariffs and customers experiencing vulnerability.
- **Small to medium sized businesses** – small business forums, surveys and in-depth interviews/meetings with diverse small to medium sized businesses across our network.
- **Large commercial and industrial customers** – surveys, large user forum and in-depth meetings to engage with large commercial customers.
- **Developers** – survey housing developers and designers of houses to understand their needs.
- **Electricity retailers** – bespoke engagement with electricity retailers and retailer bodies, including retailer forums, surveys, in-depth interviews/meetings and engagement with customers affected by family violence.
- **Local councils** – surveys, in-depth interviews/meetings and Local Council Forums to understand the needs of local councils and the local communities they service.
- **Our Customer Council** – involving our Customer Council members, including providing them ongoing oversight of the engagement program and a dedicated workshop on the price review.



When the opportunity came to participate in the People's Panel, I thought it was a brilliant opportunity as it aligns with my interests. I'm very passionate about the environment, climate change, and how renewables will play a big role in the energy transition." Nathan, Jemena Customer.

Watch the videos of our engagement with residential customers.





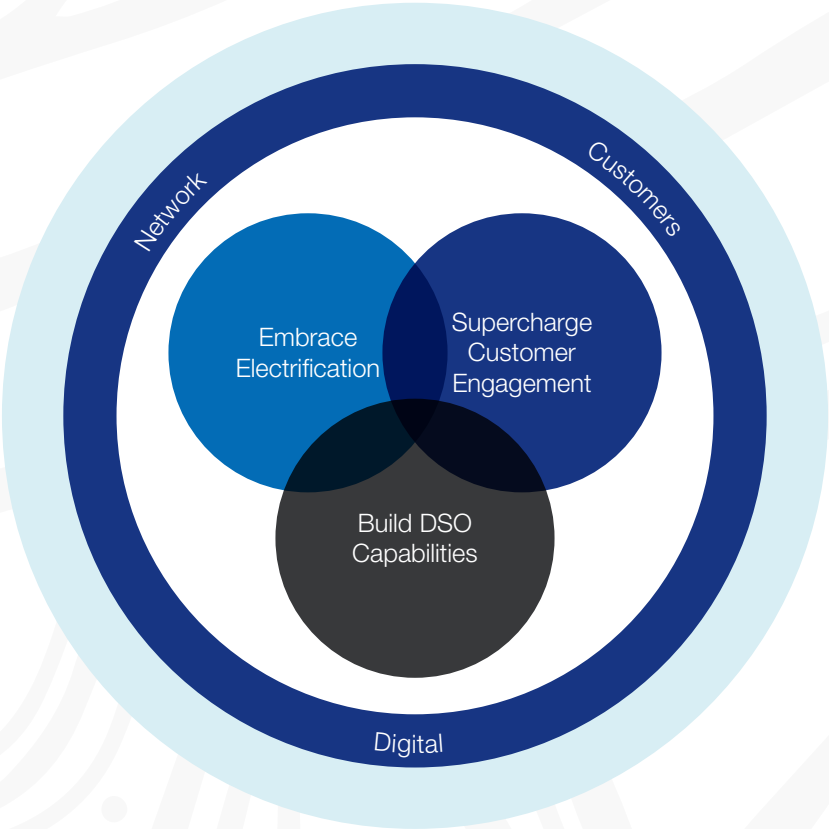
7. Our future network strategy



There are three key themes that must be prioritised to deliver a network of the future that meets the evolving needs of customers and supports Victoria to achieve net zero by 2045. These themes are:

- **Embrace electrification** – Adapt the electricity distribution network to accommodate the additional demands expected from the electrification of the gas and transport sectors and for the evolving needs of our new and existing electricity customers.
- **Supercharge customer engagement** – Engage with our customers using a multi-channelled approach, maximising the capabilities of our existing network, using pricing incentives, non-network alternatives and other flexible distribution services that enable and optimise consumer energy resources.
- **Build future capabilities** – Continue to adopt digital systems and enhanced distribution services that support the energy transition to enable and facilitate competition and new services for energy market participants using enhanced applications, processes, automation, data and analytics, including functions that support the Australian Energy Market Operator in its role to maintain power system security.

"Ensuring the grid can handle and encourage the shift to renewable energy sources, including electric vehicles, solar power, and batteries. Emphasising the inevitability of this change and the need for infrastructure adaptation."
– Young People Customer Voice Group participant and Jemena customer.



8. What our Draft Plan will deliver for our customers

The below outlines our key initiatives for the 2026 – 2031 regulatory period. These initiatives have come from our customers recommendations.



All customers will receive an average two per cent reduction in distribution charges during the next regulatory period (excluding inflation).



A new portal to provide tailored information based on customer preferences and language needs with energy information.



Connect over 33,300 new residential customers and 2,585 businesses in North-west Melbourne.



Broad-based zone-substation redevelopment program to maintain the current reliability levels.



New tariff structures that encourage better network utilisation and improve price equity between solar and non-solar customers.



Large-scale assets to serve new large customers such as data centres and hospitals.



New digital technologies to improve electricity system management and enable new sustainable products and services.



Replacement of fleet vehicles with those that are more environmentally friendly to increase the sustainability of our operations.



Upgraded systems to keep customers better informed with near real-time information at times they need it the most.

9. How we are responding to customer priorities

Customer Priority	How we are responding
Affordable electricity prices (All customers)	All customers (residential, large, small and medium businesses) will receive an average two per cent reduction in distribution charges for the next regulatory period (excluding inflation). This will create stability in the electricity distribution costs that customers are charged. This proposed price reduction is enabled by an increase in load used by data centres, major connections and increased utilisation from existing customers due to electrification.
Accessible and efficient communication from Jemena to customers (All customers and stakeholders)	Enhancing our accessibility and communication with customers is a vital step to increasing the positive experience customers have when engaging with us. We have dedicated expenditure to enhance the communication to all of our customers by: • Developing simple and accessible customer communications across all our channels and in multiple languages to support customer needs • Upgrading customer systems to allow for near real-time communications with customers using web chat and two-way SMS to meet their needs better • Collaborating with local councils, community groups, the Victorian Government, and emergency services to improve customer communications, particularly on policy development and during major outages and emergencies.
Champion renewable energy in new developments & housing estates (Large commercial and industrial customers)	We will champion the use of renewable energy generation by exploring: • Implementing batteries in Underground Residential Distribution Developments (BURDD). • Encouraging high voltage connected grid-scale energy solutions to large commercial and industrial customers and partners by enhancing our connection processes. We could also undertake research to identify the impacts on the electricity network through analysis to allocate hosting capacity for electricity exports more equitably • Supporting shared energy infrastructure solutions in greenfield sites, such as batteries, EV charging, and community generation • Working with developers on standards and requirements for ‘green estates’ that integrate energy storage with solar generation from the outset



Customer Priority	How we are responding
Collaboration to ensure efficiency (Large commercial and industrial customers, Local Councils and stakeholders)	Within our existing capability to ensure efficiency by: • Collaborating with our peer electricity distribution businesses (nationally and internationally) on innovations and sharing learnings (for example, technical specifications and knowledge sharing on energy storage, tariffs, data sharing, digitisation and electrification) • Collaborating and information sharing with the Centre for New Energy Technologies (C4NET) to understand energy and customer data, research and insights. • Collaborating and sharing information with the Department of Energy Environment and Climate Action and the AER to investigate network efficiencies. • Collaborating and engaging with retailers to deliver beneficial outcomes to customers. • Use trials, partnerships and research as a means of wider collaboration and socialisation.
Corporate responsibility - addressing sustainability and carbon footprint (All customers and stakeholders)	We support the sentiment in the People's Panel recommendation on corporate responsibility and addressing sustainability. We note that this is part of our existing practices, and we will report back to the People's Panel on progress. Building upon our existing work, we will ensure corporate responsibility and address sustainability by: • Implementing policies and practices that support a more sustainable business, including our: – corporate-level net-zero commitment by 2050. – carbon offset strategies, including pursuing re-vegetation initiatives. – sustainability requirements as part of procurement policy and strategy • Implementing sustainable procurement strategies to ensure materials we purchase to build the electricity network contribute to a circular economy • Aligning our operations to the Infrastructure Sustainability Council of Australia rating criteria. • Implementing a sustainability management system – for the entire asset lifecycle.



Customer Priority	How we are responding
Customer education and building energy literacy (All customers and stakeholders)	To educate customers we need a dedicated awareness campaign, and a customer facing channel that helps empower customers to increase their knowledge and energy literacy in a way that suits them. We will use this expenditure to deliver customer education by: • Creating a new dedicated customer online portal that provides tailored information to customers based on their expressed preferences, language, and needs. The portal would also include AI to drive tailored information to empower customers to make decisions about sustainable energy usage. • Developing an integrated marketing campaign to generate awareness of energy-saving tips, the energy supply chain, rooftop solar, energy-efficient appliances, pricing and tariffs, and understanding electricity bills • We will enhance our existing customer channels and touchpoints, by integrating our customer applications and back-end customer knowledge management and providing customers with one seamless customer experience • Partnering with local councils and community groups to build broader awareness of energy-saving tips, energy-efficient appliances and understanding of electricity bills.
Customer engagement (ongoing) (All customers and stakeholders)	We will take the learnings and insights from the engagement process to evaluate our business-as-usual engagement with our electricity customers to identify: • ways we can continue to build our relationship with First Nations communities in our network area and across Victoria • new approaches to ongoing engagement with our customers, including ongoing engagement with diverse residential customers • ways we can continue our engagement with customers and stakeholders who participated in the engagement process.



Customer Priority	How we are responding
Conservation and protection of land (All customers and stakeholders)	In alignment with our Electric Line Clearance Management Plan, we will ensure the protection of land and mitigate the risks to environment caused by the interaction of trees and powerlines through: • continuing to develop and improve methods of environmental management and ongoing development of fire safe distribution assets • implementing training standards to provide the 'best practice' management of vegetation • annually researching and compiling lists of trees deemed to be culturally or environmentally significant • annually researching and compiling listings of habitat trees containing fauna that is listed in the Threatened Invertebrate/Vertebrate Fauna List with a conservation status in Victoria of 'vulnerable', 'endangered' or 'critically endangered'.
Cyber security and data protection (All customers)	We will increase our cyber security and strengthen data protection for our customers by integrating new digital capabilities **into the network and dynamic operations**. This will increase the data, analytics, systems, and cyber security capabilities required to meet our customers' needs, support the network and the integration of renewable energy.



Customer Priority	How we are responding
Digitisation and automation to increase economic efficiency (All customers)	We will implement digital technologies that enable devices across the electricity network to communicate and share data that might be useful for both customers and electricity network management. This includes smart meters, sensors, automation, and other digital network technologies, as well as advanced metering infrastructure and smart grid technologies, to reduce other costs in the electricity supply chain, including network investments, to realise financial savings in the long term. We will achieve this by Implementing a Future Network Strategy that includes: • **Analysis of near real-time Advanced Metering Infrastructure (AMI) data**, the metering and communications infrastructure we use to read meters remotely and obtain data for analysis. We use this data to help run the electricity network more efficiently and resolve problems more quickly. • **Dynamic network configuration** that performs hourly dynamic status changes of sectionalizing and tie switches to reduce network line losses, minimise loss of load, or increase hosting capacity for distributed energy resources. • **Dynamic voltage management**, an advanced operating technology that automatically optimises voltages on the electricity network depending on conditions throughout the day. • **Flexible services**, a range of services (for example, load switching at critical times) that we can procure from customers and their representatives to avoid expensive electricity network upgrades. This allows us to run the network more efficiently. • **Grid stability market enablement**, a suite of digital systems that allow us to procure and trade flexible services. • **Network analytics program** – is a suite of sophisticated machine learning and artificial intelligence systems that allows us to analyse network data in new ways to identify opportunities to deliver better service and run the electricity network more efficiently. • Increasing data, visibility and analytics through a **Strategic Network Analytics Platform**, a platform for building and delivering network analytics applications to meet regulatory, compliance and operational requirements. We will invest in technologies that enable better management through technological innovation, providing future generations with improved service levels at a reduced cost.



Customer Priority	How we are responding
Electric Vehicles and preparing for the future (All customers and stakeholders)	We will enable greater accessibility and optimisation of EV charging by: • Supporting industry partners in assessing and facilitating the implementation of an increased number of public EV chargers and enabling an operating model that minimises negative impacts on the electricity network and customer costs. • Facilitate and develop policies that promote the complex interactions of Vehicle-to-grid/home/business/load • Enabling EV charging units to be mounted on Jemena assets where allowable under the National Electricity Rules and safety regulations. • Trialling smart poles that are designed to deliver and combine intelligent technology such as lighting and telecommunication assets and EV charge points • Collaborating with councils to optimise EV charging solutions where possible. Solutions could include EV car spaces and location selection • Improving EV connection processes, including providing more information on localised network constraints (which can cause connection issues), the cost to connect (including network augmentation requirements) and timeframes to connect. • Increasing and expanding analytics and data on EVs, including location, loads, profile and forecasts over time. • Developing and communicating clear guidelines to EV charging customers in conjunction with industry partners.
Empathy in customer service & tailored customer service (Residential customers)	• We will conduct qualitative research with customers (including the groups identified in our Customer Voice Groups) to further identify the experiences where greater empathy in service delivery is required. • We will review our work practices to identify ways we can enhance empathy in service delivery and tailor customer service (including responding to First Nations customers) to meet customer needs, utilising additional data from customer research.



Customer Priority	How we are responding
Energy storage by distributors (All customers and stakeholders)	Building upon our existing work, we will enable energy storage by exploring: • Researching and developing energy storage options and alternatives, including placing and sizing batteries in areas that need them most. • Collaborating with the Victorian Government and peer Victorian electricity distribution businesses to share learning and develop common standards • Standardising battery connection arrangements using a 'plug-and-play' model to minimise costs and accelerate deployment • Utilising mobile battery storage to react to major events and provide network support where needed on a short-term or temporary basis • Advocating to regulators and governments to allow network businesses to own and operate batteries • Partnering with large-scale grid-connected battery providers to provide backup storage.
First Nations cultural training (Jemena, First Nations customers and communities)	In alignment with our Innovate Reconciliation Action Plan (RAP), we will: • Conduct a review of the cultural learning needs within our organisation to ensure the cultural learning strategy scoped during Reflect is fit for purpose and up to date. Update the learning strategy as/if required. • Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, as well as future needs. • Research best practice and engage with the Indigenous Employee Network to explore the benefits of developing and implementing a standalone anti-discrimination policy for our organisation As part of the cultural learning strategy, including how to educate senior leaders, managers, and team members on the effects of racism Executive Leaders to meet with the Indigenous Employee Network at least once per year to build knowledge and understanding of matters that negatively impact the day-to-day experiences of First Nations employees within our business.



Customer Priority	How we are responding
First Nations employment and retention (Jemena, First Nations customers and communities)	In alignment with our Innovate RAP, we will: • Work with local Aboriginal and Torres Strait Islander communities to develop principles for communication in relation to employment and business opportunities, and Environmental, Social and Governance practices. • Build an understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. • Engage with Aboriginal and Torres Strait Islander staff to develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy. • Review channels and partners used to advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders • Include in all job advertisements, 'Aboriginal and Torres Strait Islander peoples are encouraged to apply.' • Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.
First Nations procurement (Jemena, First Nations customers and communities)	In alignment with our Innovate RAP, we will: • Cocreate and implement an Aboriginal and Torres Strait Islander procurement strategy • Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff. • Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses



Customer Priority	How we are responding
First Nations artwork to be embedded in a meaningful way (First Nations customers and communities)	We will partner with Indigenous artists to commission artwork for our electricity network, including assets located across the network, such as community batteries, along with embedding artwork in our publications and materials for our electricity network where it is meaningful and respectful to the community and Country.
First Nations specific grants	We will review our Community Grants Application Process and criteria to explore how the process could be improved for First Nations community organisations.
First Nations relationship building and ongoing engagement	To strengthen our relationships with First Nations customers and communities and in alignment with our Innovate RAP, we will: • Consult local communities and/or Aboriginal and Torres Strait Islander team members to inform our cultural learning strategy, implementation approach and communications. • Establish a First Nations Community Leaders Council for each state and territory we operate in and meet with each of them at least annually to build and/or maintain mutually beneficial partnerships and opportunities for First Nation peoples and communities. • Develop and implement a communication approach and engagement strategy to support connection and collaboration with Aboriginal and Torres Strait Islander communities, stakeholders and organisations. We will also consider how we engage with First Nations customers on an ongoing basis and extend the relationships we have built through the First Nations Customer Voice Group.



Customer Priority	How we are responding
Information and data sharing (All customers)	To increase our information and data sharing we will: • enable self-serve via an online portal and enabling customers to provide their contact details for outage notifications via the Jemena Customer Portal • provide electronic notifications faster than currently, and utilise the contact details provided via the Jemena Customer Portal • enhance our existing customer channels and touchpoints, by integrating our customer applications and back-end customer knowledge management and providing customers with one seamless customer experience • explore opportunities to provide identification and notification of the momentary power dips where feasible to large customers • explore the feasibility of obtaining real time power quality data and providing electronic notification either via the Customer Portal or emails.
Incentivise battery take-up (All customers)	We will create incentives for customers to engage in batteries by exploring: • Streamlining current connections for customers with batteries to incentivise battery connections • Enabling bidirectional charging solutions to enable vehicles to act as batteries on the electricity network • Trialling a community battery tariff for residential customers • Trialling a tariff that supports and incentivises customers with solar and batteries to consume more, store during excess generation periods and export during peak demand periods • Supporting and collaborating with Virtual Power Plant (VPPs) operators.



Customer Priority	How we are responding
Maximise green energy (All customers)	We will use this expenditure to maximise green energy by: Collaborating with industry partners on VPPs opportunities. • Developing and implementing policies, processes and practices that encourage and drive sustainable business, including: – streamlining the connections process for consumer energy resource connections such as rooftop solar, EV and batteries – Standardising connection of small-scale renewable generation to the electricity network – Investing in research and development to learn how renewable generation and storage connect and interact with the electricity network. • Develop a campaign to deliver accessible information to customers via trusted sources and stakeholders such as retailers and local councils • Developing an education campaign to increase customers' knowledge and understanding of installing renewables, including the benefits and potential risks, so they are well-informed and empowered. • Developing an online renewables hub with key information for customers to encourage engagement and use of renewables.



Customer Priority	How we are responding
Network reliability and power quality (All customers)	We will implement digital technologies that enable devices across the electricity network to communicate and share data that might be useful for both customers and electricity network management. This includes smart meters, sensors, automation, and other digital network technologies, as well as advanced metering infrastructure and smart grid technologies, to reduce other costs in the electricity supply chain, including network investments, to realise financial savings in the long term. We will achieve this by: • Implementing a Future Network Strategy that includes: – **Analysis of near real-time AMI data**, the metering and communications infrastructure we use to read meters remotely and obtain data for analysis. We use this data to help run the electricity network more efficiently and resolve problems more quickly. – **Dynamic Network Configuration** that performs hourly dynamic status changes of sectionalising and tie switches to reduce network line losses, minimise loss of load or increase hosting capacity for distributed energy resources. – **Dynamic Voltage Management** is an advanced operating technology that automatically optimises voltages on the electricity network depending on conditions throughout the day. – **Flexible services**, a range of services (for example, load switching at critical times) that we can procure from customers and their representatives as a means to avoid expensive electricity network upgrades. This allows us to run the network more efficiently. – **Grid Stability market enablement**, a suite of digital systems that allow us to procure and trade flexible services.



Customer Priority	How we are responding
Network Resilience (All customers)	We have increased expenditure in the network to prioritise increasing the resilience of the network by: • Replacing and upgrading assets that are more 'fragile' and pose a risk to the continued operation of the network. As our assets face an increase in extreme weather events and frequently face more stress, more fragile assets pose a greater risk to network resilience now more than ever. • Using technologies such as Light Detection and Ranging (LiDAR), a mapping and information tool that overlays different flood and wind zones, to manage the network better and more quickly. LiDAR can be overlaid against different flood and wind zones across the network to manage the network better and more quickly, and the Digital Twin technology helps understand situations in real-time. • Sharing data with stakeholders to support customers during extreme weather events (for example, mapping data on flood plains and wind flow) • Develop a comprehensive resilience strategy.
Ongoing service excellence to Jemena customers (All customers)	We will deliver ongoing service excellence to customers by: • Developing a Customer Service Incentive Scheme to hold Jemena accountable for achieving service excellence and high-quality customer service • Benchmarking against peer businesses for transparency and objectivity, communicating and publishing the results for customers.
Public lighting – Innovative program with smarter technologies and collaborating with Local Councils on trials and grants (Local Councils)	• We have a role to provide, construct and maintain emerging public lighting technology. However, our approach to public lighting is customer-driven, which means we work with local councils and VicRoads to ensure that we embrace technological developments that meet our customers' needs. • We are keen to explore the smart lighting opportunities (including trial funding) further with our customers through this consultation.



Customer Priority	How we are responding
Long-term sustainable operation of Jemena's network (All customers and stakeholders)	We will use expenditure to enable long-term sustainable operations of the network and its infrastructure by: • Electrifying our operational fleet and installing EV charging stations at Jemena sites, including depots. • Accelerating the replacement of SF6 gas with a more sustainable option (g3 or equivalent) • Encouraging renewables (policies, tariff structures) • Finalising the roll-out of energy-efficient public lighting, replacing mercury vapour and incandescent globes with LED • Driving renewable generation enablement activities • Trialling the deployment of solar and batteries to decarbonise operations (depots, offices, etc). • Maturing sustainable materials sourcing practices.
Tariff communications to create clarity and consistency (All customers and stakeholders)	We are using existing expenditure (passing on no additional costs to customers) to explain and communicate tariffs and tariff structures to customers. We will implement and explain transparent tariff structures by: • Developing dedicated and tailored communications on network tariffs and bill impacts and making them accessible to customers, including providing an easy-to-read set of information on the Jemena website. • Removing network tariffs with components that can be confusing to customers (for example, the A10D – residential demand tariff), which has proven difficult for retailers to explain. • Aligning existing network tariffs as much as possible within Jemena and to other Victorian electricity distribution businesses so that customers can be confident that their tariff structure is the same whenever they move around Victoria or choose to change their tariff.
Tariffs that are cost-reflective and equitable (All customers and stakeholders)	We will ensure cost-reflective and equitable tariffs by: • Implementing a cost-reflective solar soak tariff, enabling customers connected to the network to benefit from rooftop solar generation, even if they donâ•Žt own solar panels themselves • Implementing an optional (not mandatory) export tariff to encourage self-consumption of rooftop solar generation and promote battery uptake • Plan and work towards shifting customers off single-rate tariffs to the new solar soak tariff. • Continuing our advocacy work with the Victorian government and Australian Energy Regulator to highlight the need for cost-reflective tariffs and the benefits of our new solar soak time of use tariff. • Collaborate with the Victorian Government and peer Victorian electricity distribution businesses to gain agreement and support to implement these initiatives. • Engage with electricity retailers to co-design customer-facing tariffs to ensure the benefits in the network tariffs are passed through to customers.



10. Navigating the Draft Plan

This guide will assist you in finding your way to the areas and topics that are most important to you.

What's included

Overview	• Messages from the Board and Managing Director • Short summary of the Draft Plan
Chapter 1 Background	• Information about Jemena, our role and the customers in our network • Purpose of a regulatory proposal and the Draft Plan approval timeline
Chapter 2 Our customers spoke and we listened	• Customer engagement journey and engagement program • How we collaborated with customers and applied the IAP2 Values • Our challenge and engagement remit • Summary of all our engagement groups (for example People's Panel and Customer Voice Groups etc.) and their priorities and recommendations • How we are responding to customer priorities and recommendations in the Draft Plan • Evaluation of engagement and commitment to ongoing engagement with customers.
Chapter 3 The energy transition	The challenges we face as a network and the future network strategy and roadmap for how to prepare for the energy transition.
Chapter 4 Our services	The different types of electricity distribution services we provide.
Chapter 5 Our capital investment	The capital expenditure for asset replacement, digitising and automating the network, enhancing network reliability and managing risk.
Chapter 6 Our operating expenditure	Costs of operating and maintaining our electricity network, including, our poles, wires and computer systems.
Chapter 7 Incentive schemes	Incentive schemes, including the Draft Plan, including the Capital Efficiency Sharing Scheme and Customer Service Incentive Scheme.
Chapter 8 Our revenue requirement and what it means for our customers	The revenue requirements and price impacts, including what it means for customers for the next regulatory period.
Chapter 9 Network tariffs	Proposed tariff structures and the approach to tariffs based off customer feedback.
Chapter 10 Smart metering	Smart metering and the developments that will affect costs of providing metering services.
Chapter 11 Other services	Other services we provide such as public lighting and ancillary network services which include basic connection services and connection management.
Chapter 12 Have your say	Instructions for how to give feedback on the Draft Plan



11. How to get involved

We invite customers and stakeholders to review our Draft Plan and share their thoughts and feedback with us.

Ways to give feedback include:

Make a submission or complete the feedback survey on our website.

Give feedback via email:
GridTalk@jemena.com.au

Website:
GridTalk.com.au/DraftPlan

Submissions and feedback close on **16 September 2024**.





The origins of the name Jemena is from the Wagiman people in the Northern Territory (spelt Jemenna in the Wagiman language).

It means “to hear, to listen, to think”.

We have been operating with permission from the Wagiman people under the variant name Jemena since 2008.

GridTalk.com.au/DraftPlan

Jemena
bringing energy to life