

Seniors Customer Voice Group

October 2023

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.



Your Facilitation Team



Lyndal Mackintosh

Principal Facilitator



Belinda Lowing

Senior Facilitator



Jody Kingston

Facilitator



Lyndal Mackintosh

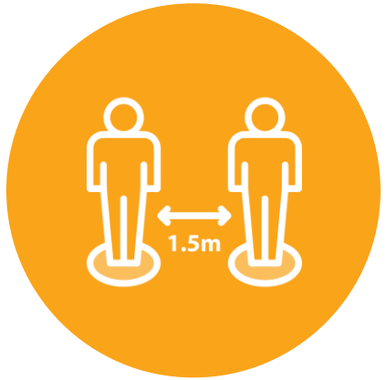
Senior Facilitator



Aaron Bosch

Facilitator

Being safe together



Distancing 1.5m



Masks

personal preference



Individual devices



Cough into elbow



Presence



Everyone feels differently about this



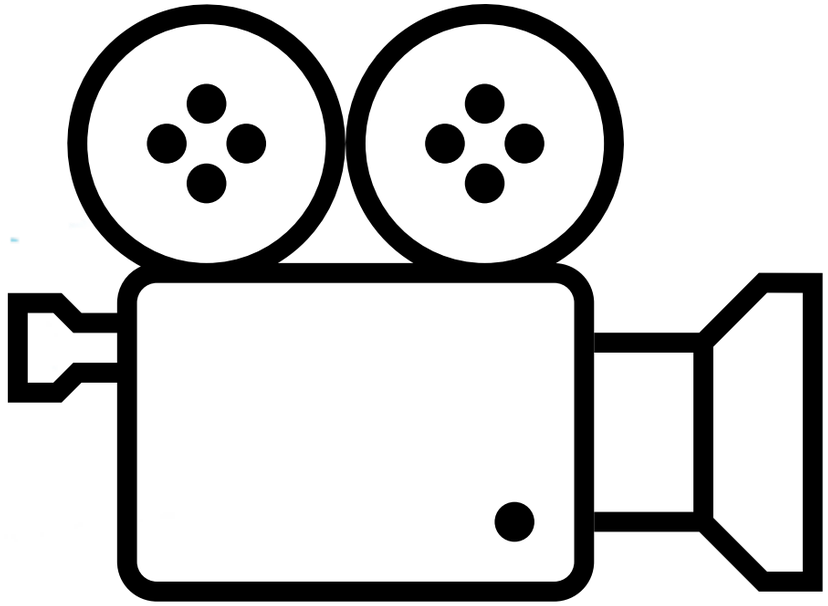
Be kind



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/

Welcome

Matthew Serpell
Program Director
Energy Regulation and Compliance Manager




“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.”

Jemena

“To hear, to listen, to think.”

Our Vision

Creating sustainable energy solutions with communities



Right: artwork prepared by Chern’ee Sutton from Mount Isa for Jemena’s Reconciliation Action Plan.

Purpose:

- To meet and connect
- To clarify role, process and journey as a Customer Voice Group participant
- To hear more about Jemena's role as an electricity distributor
- To share your perspectives as an energy (electricity) consumer

Let’s Connect



“On the way here today I was thinking…..”

and

“Why I said yes to this opportunity is because….”

Jemena’s 2026-31 Electricity Distribution Price reset

How pricing works

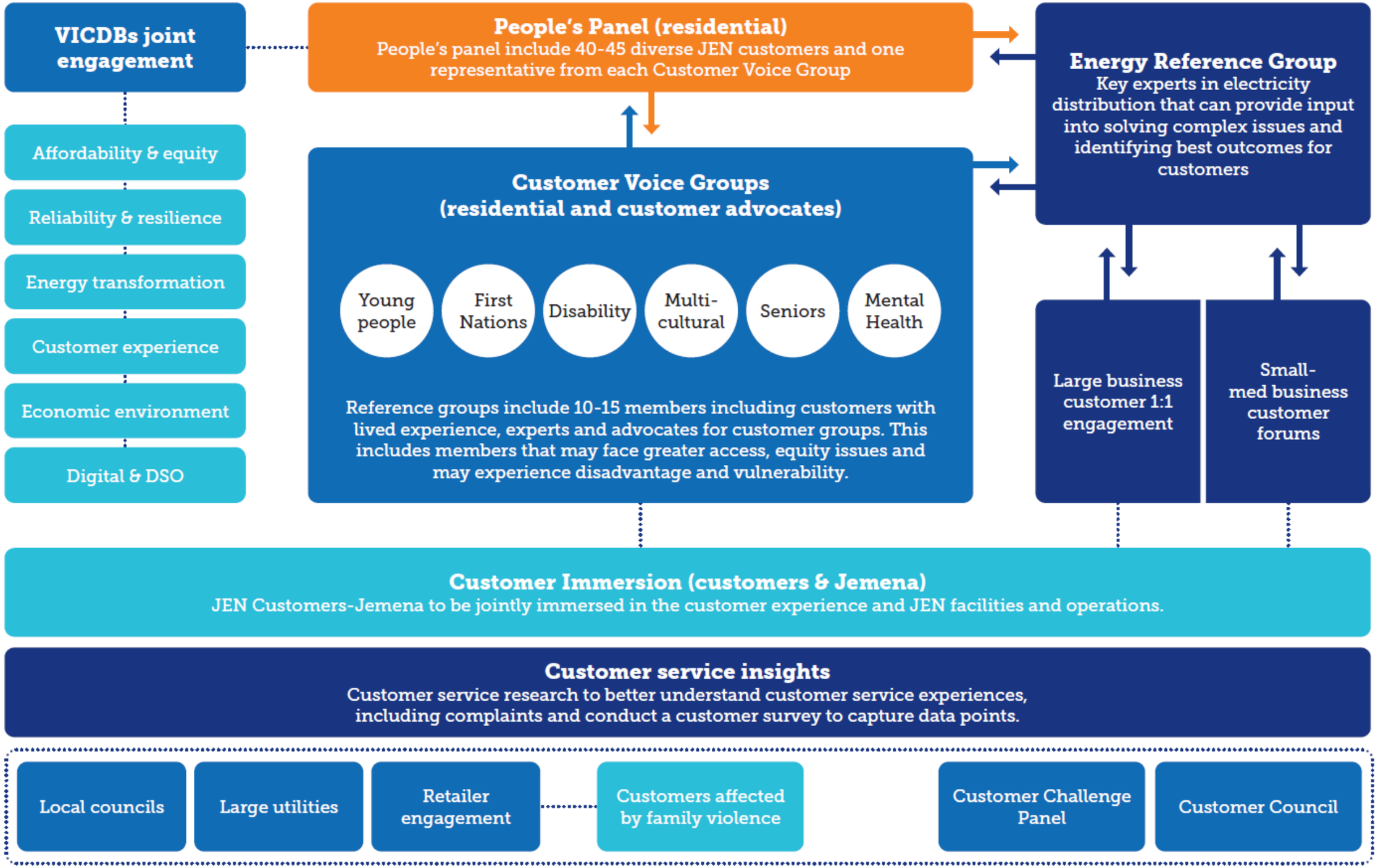
As an electricity distribution network business, the prices customers are charged are regulated by the Australian Energy Regulator.

Every five years a proposal is submitted to the regulator that must outline the:

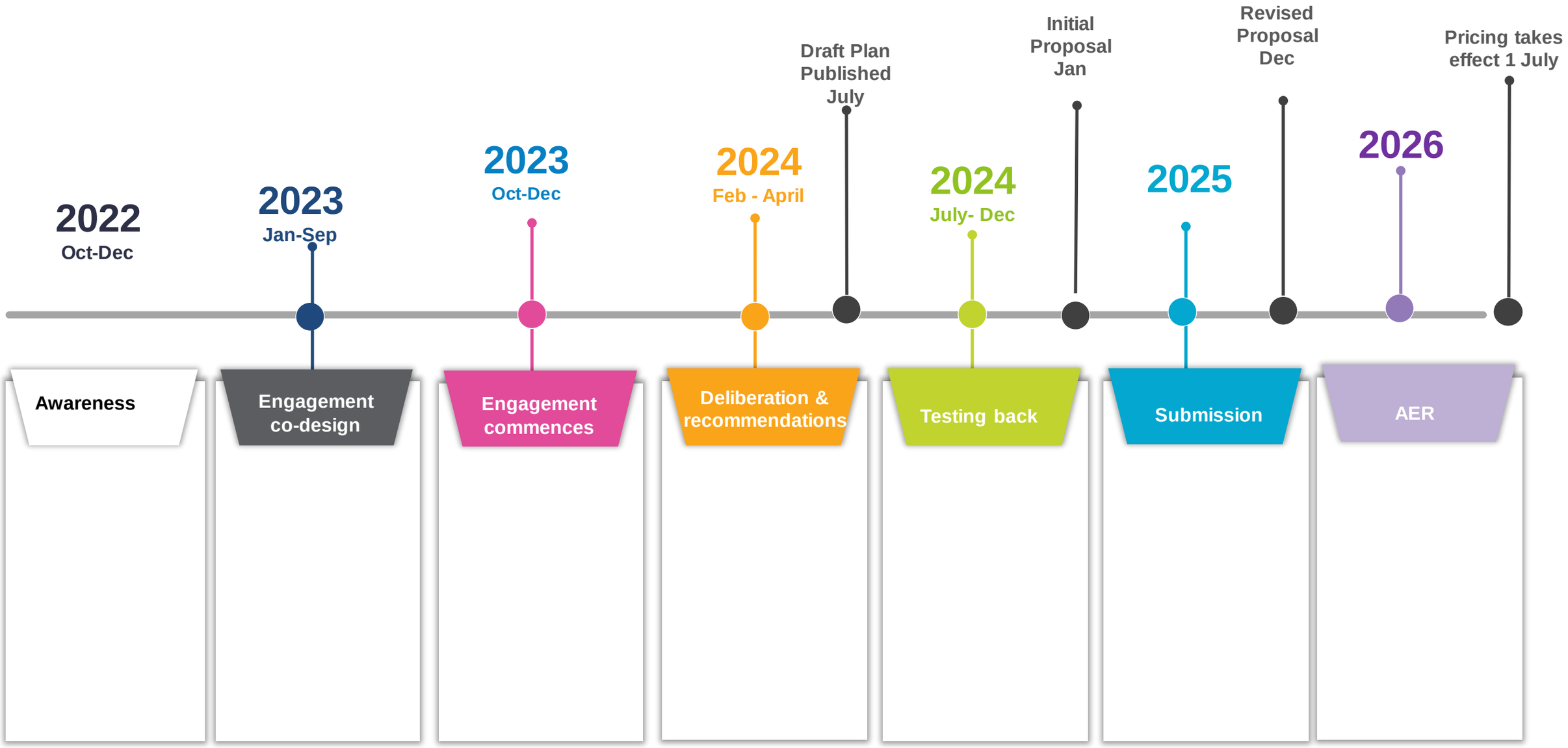
- services that will be offered
- costs that are likely to be incurred
- prices proposed to be charged to customers during the five-year regulatory period

Engagement process




VICDBs joint engagement
Affordability & equity
Reliability & resilience
Energy transformation
Customer experience
Economic environment
Digital & DSO
People's Panel (residential)
People's panel include 40-45 diverse JEN customers and one representative from each Customer Voice Group
Customer Voice Groups (residential and customer advocates)
Young people
First Nations
Disability
Multi-cultural
Seniors
Mental Health
Reference groups include 10-15 members including customers with lived experience, experts and advocates for customer groups. This includes members that may face greater access, equity issues and may experience disadvantage and vulnerability.
Energy Reference Group
Key experts in electricity distribution that can provide input into solving complex issues and identifying best outcomes for customers
Large business customer 1:1 engagement
Small-med business customer forums
Customer Immersion (customers & Jemena)
JEN Customers-Jemena to be jointly immersed in the customer experience and JEN facilities and operations.
Customer service insights
Customer service research to better understand customer service experiences, including complaints and conduct a customer survey to capture data points.
Local councils
Large utilities
Retailer engagement
Customers affected by family violence
Customer Challenge Panel
Customer Council

Engagement timeline



Customer Voice Group – your role:

Help Jemena think like a customer!!

Share you lived experience

Our big question is:

“How should Jemena prepare for a sustainable energy future while meeting customer needs today?”

our Journey

4 Sessions – exploring lived experience as an electricity consumer



Today !

Monday 13 November 2023
Online (Zoom)

Monday 5 February 2024
Online (Zoom)

Monday 4 March 2024
In person – TBC



activity

Instructions:

Getting to Know You

What are your energy needs as a household?

How do you use electricity?

WHAT RUNS ON ELECTRICITY AT YOUR PLACE?

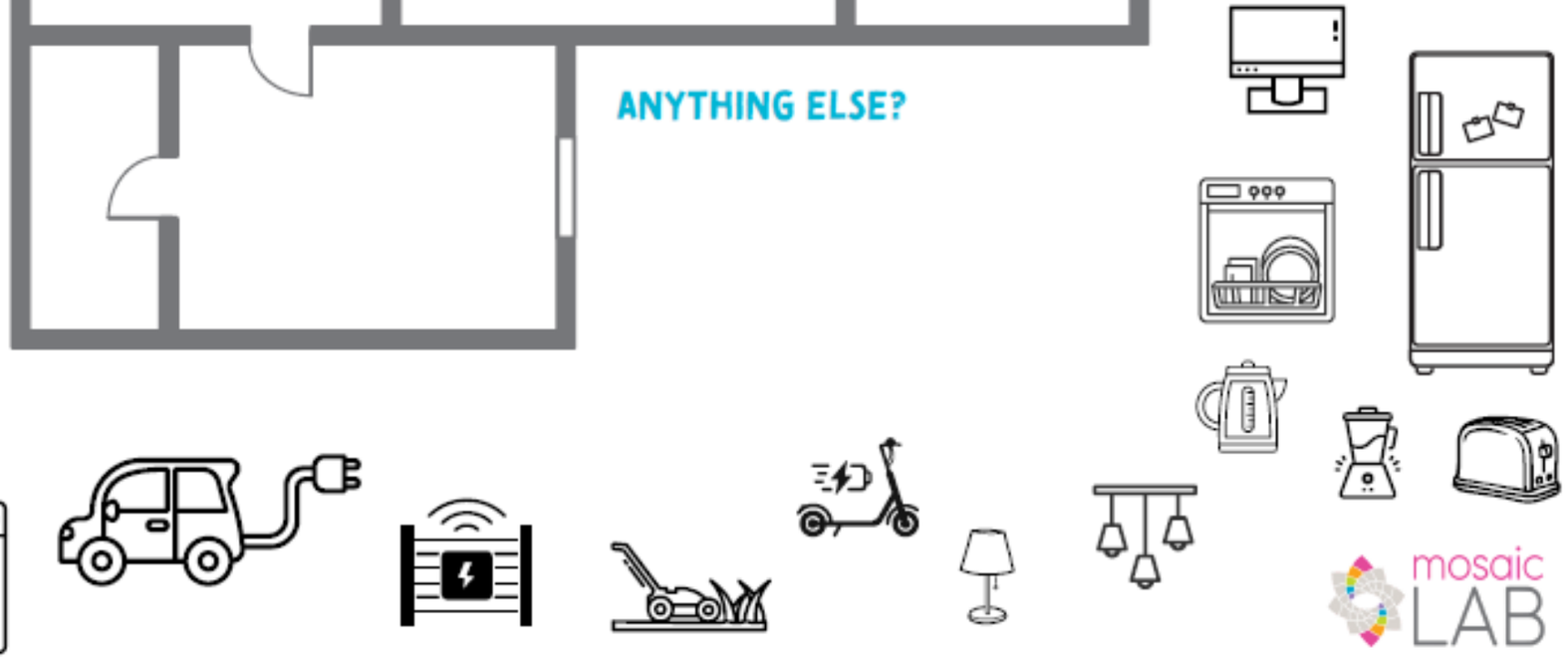
THINKING ABOUT YOUR HOUSEHOLD

How do you use energy? What kind of appliances or equipment do you use most?

When is your highest energy use? (time of day / week / month / year)

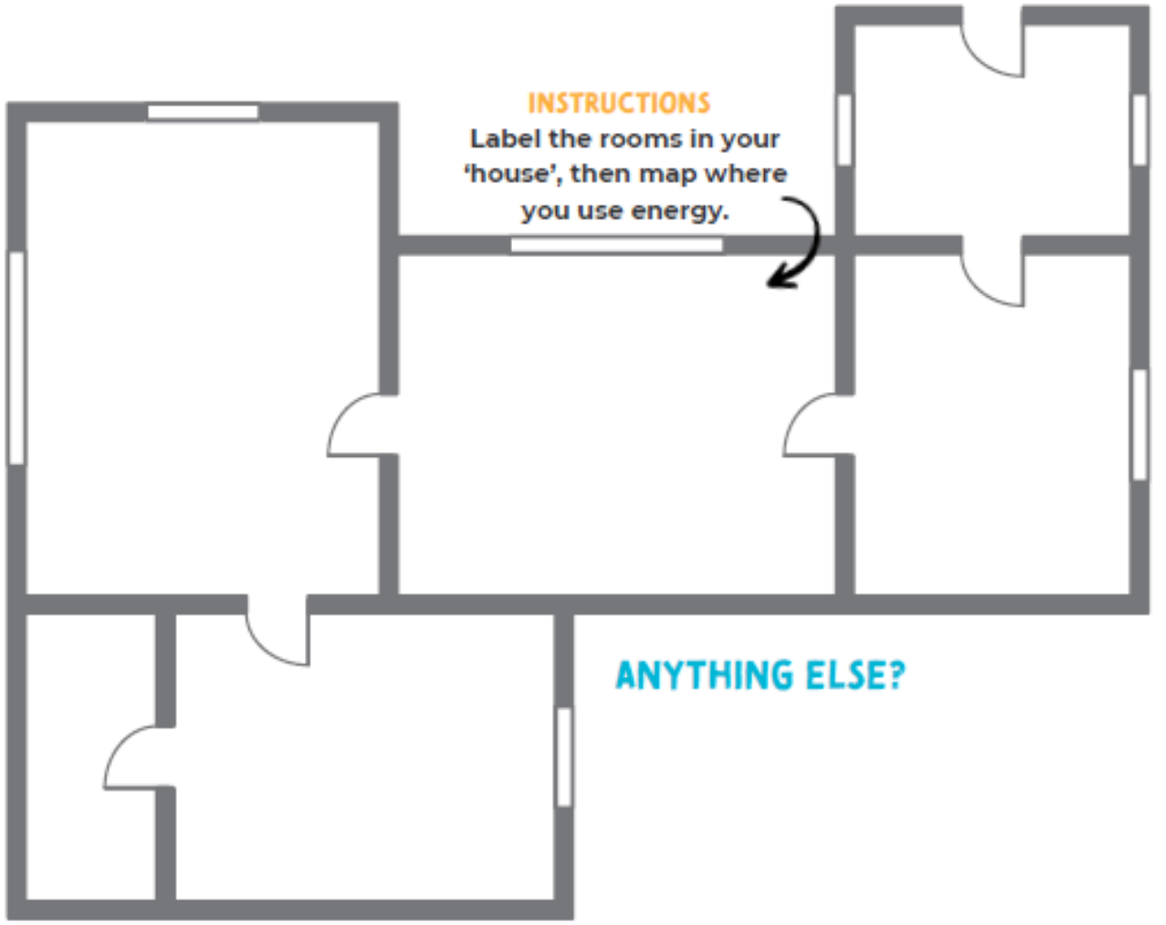
When is your lowest use? (time of day / week / month / year)

How many people are there in your household?



INSTRUCTIONS

Label the rooms in your 'house', then map where you use energy.



ANYTHING ELSE?

mosaic LAB



activity

Instructions:

Go to the position that best reflects your response to:

"What do you know about Jemena as an electricity distributor?"

A lot / A bit / Not much / Nothing



Take a break & stretch

Back at

00:00am

Jemena’s electricity network

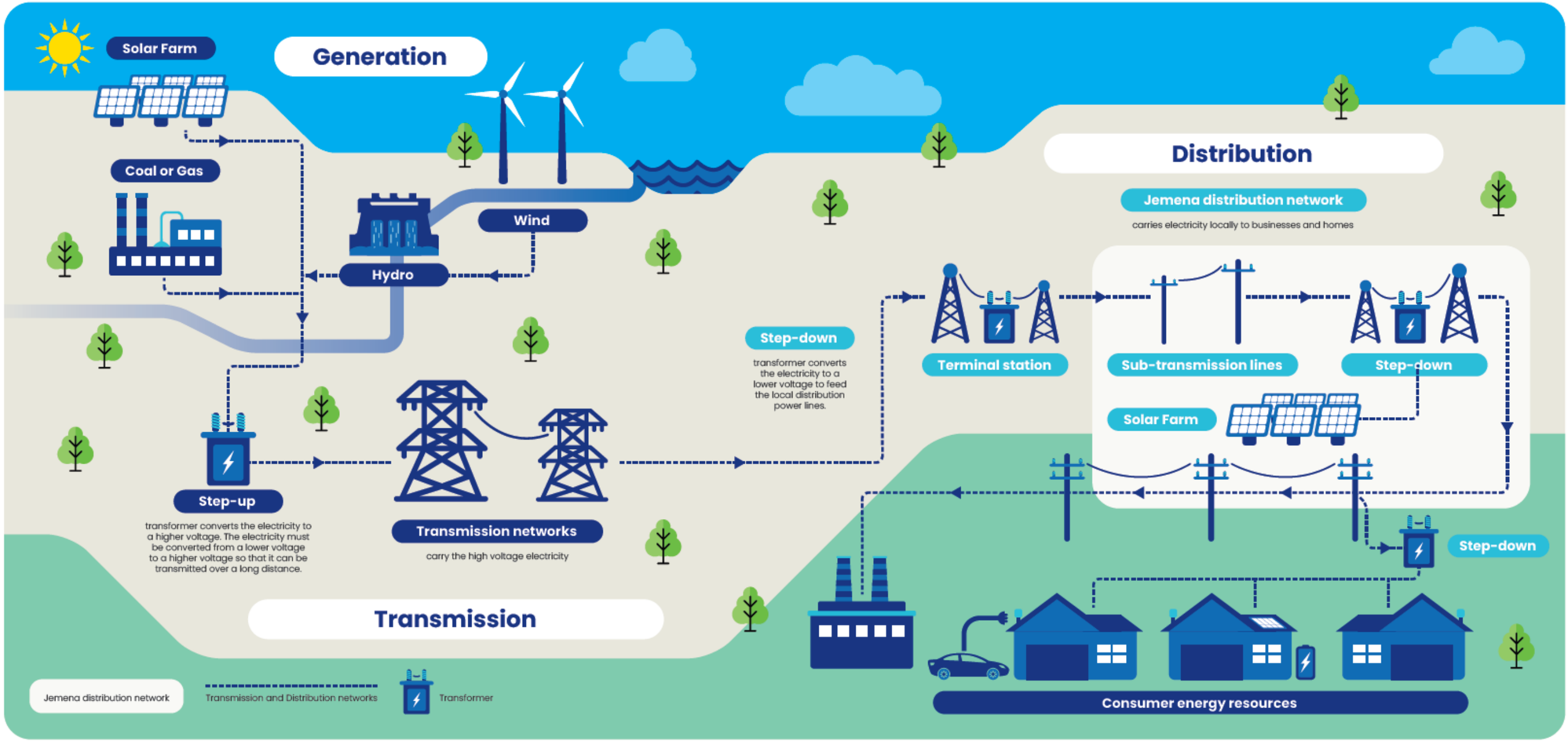
Ana Dijanosic
General Manager - Regulation Jemena



Our challenge

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

How the electricity supply chain works



The stages of electricity



Generation | Transmission | Distribution | Retailer | Your Bill

Jemena
bringing energy to life

What we do



Electricity supply



Emergencies



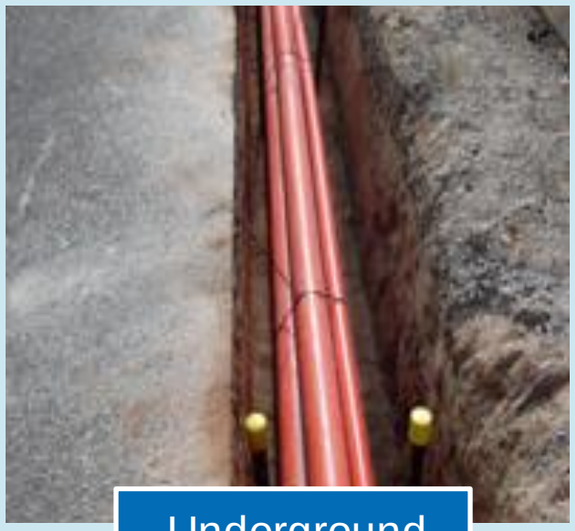
Life support



Street light



Portal



Underground



Customer Care



Connections

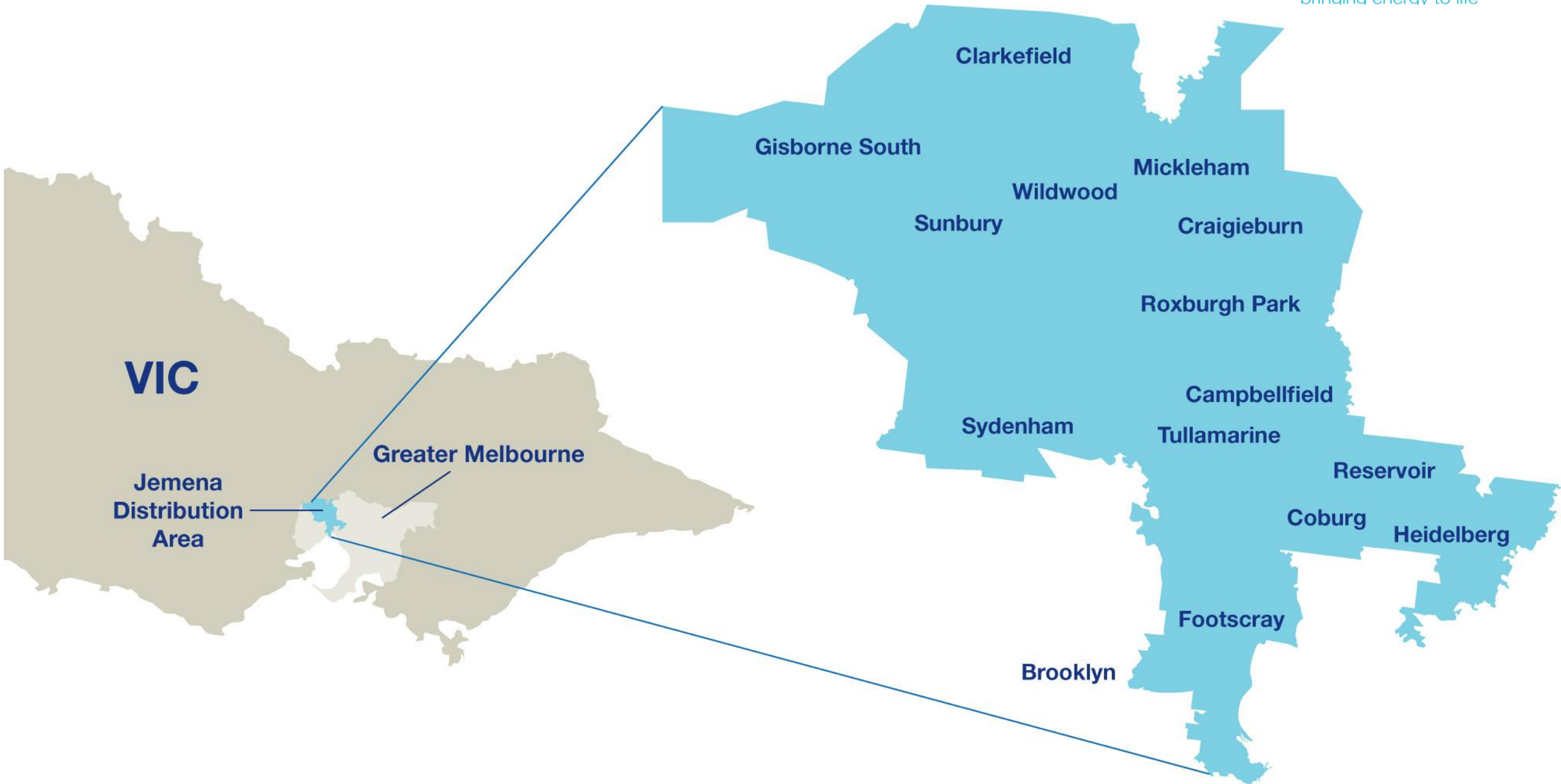
Jemena’s electricity network







Jemena electricity network



Our customers

Jemena
bringing energy to life













Our customer numbers

	Residential	Small business	Large business
	350,000 customers	27,300 customers	2,100 customers
Usage characteristics	4 MWh per year	13 MWh per year	403 MWh per year



What our network looks like

Jemena
bringing energy to life

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

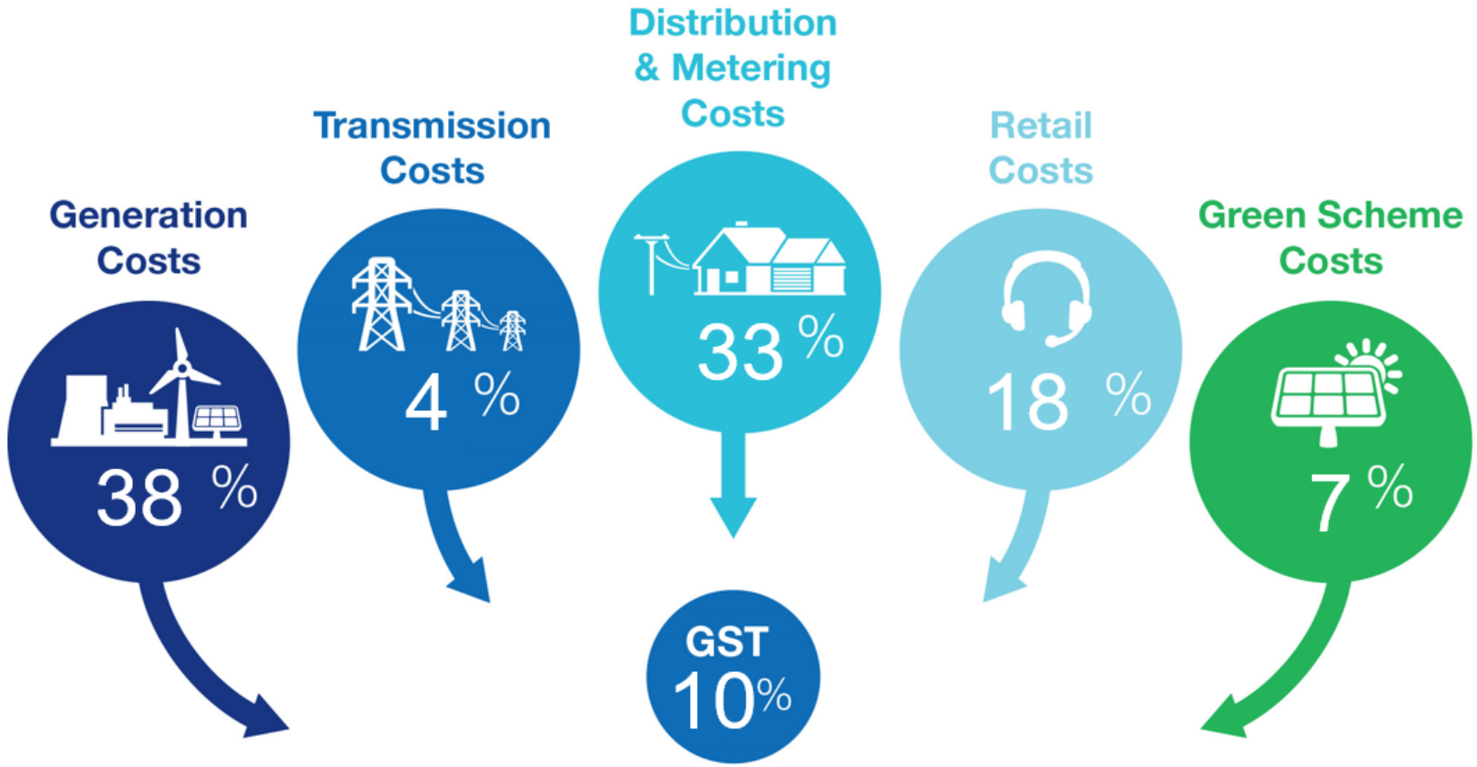
5.9 billion
Remote meter reads every year

10,000+
New customers connected each year

77,000+
Public lights

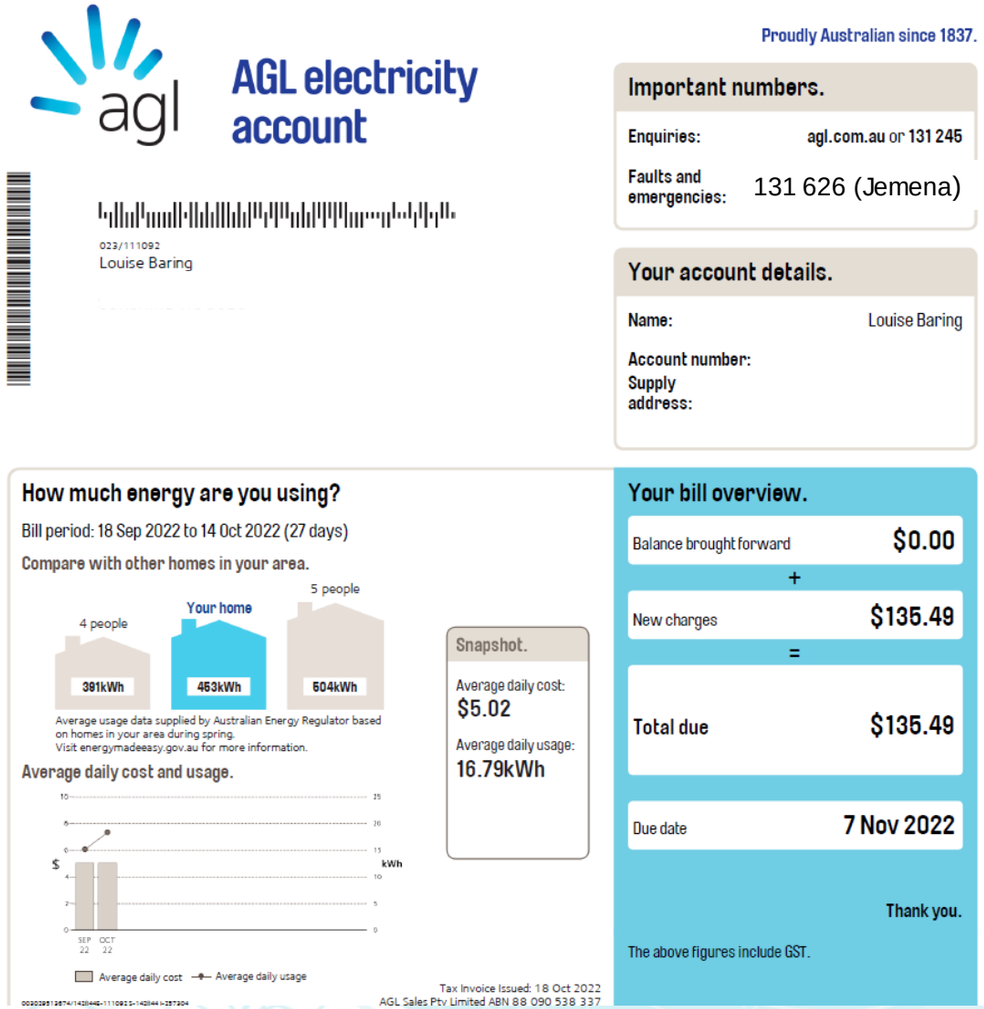


How your bill is calculated



$1,876

Typical annual electricity bill



How we are regulated

Market body role

National role

State-based role



Australian Energy Market Commission

Rule maker, market developer and expert adviser to governments

Protects consumers and achieves the right trade-off between cost, reliability and security.



Australian Energy Regulator

Economic regulation and rules compliance

Polices the system and monitors the market.



Australian Energy Market Operator

Electricity and gas systems and market operator

Works with industry to keep the lights on.

ESSENTIAL SERVICES COMMISSION

energysafe VICTORIA

National energy governance | AEMC

Help shape our 2026-2031 proposal



Why we have Customer Voice Groups

1. Build a **deep understanding** of our customers and their views
2. Shape our regulatory proposal based off **customers' views**
3. Build customer **trust** in our regulatory proposals
4. Support growth of Jemena's customer-focus **culture**

Our promise to you

- Actively listen and understand your needs and preferences.
- Be open and provide you with more information or clarification when you need it.
- Jemena will give full, fair and thorough consideration of the Customer Voice Group feedback
- Your feedback will be made publicly available and shared with our People's Panel and Energy Reference Group.





Discussion Round 1: Our households…

HOW DO YOU USE ENERGY?

mosaic LAB

When is your highest energy use?
(time of day / week / month / year)

When is your lowest use?
(time of day / week / month / year)

How many people are there in your household?

How does the current cost of living influence how your household uses energy?

What impact would increased energy costs have on your household?

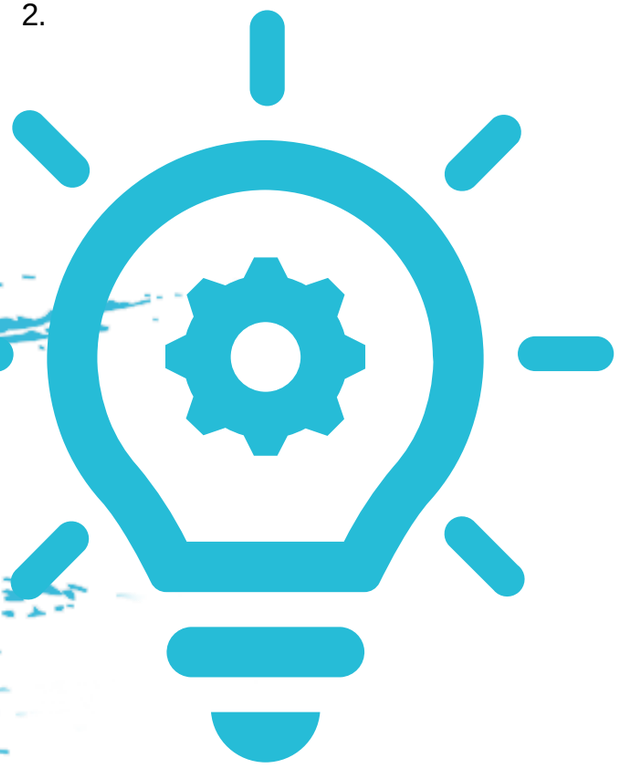
What energy saving strategies do you use in your household?

What impact does an interrupted electricity supply have on your household?

What are the most important things about electricity supply for your household?

Discussion Round 2: Energy in the future…

2.



Activity instruction:

1. Find someone who……has the same card as you!
2. Talk about “What's on your mind about the future of energy?"

See you online (zoom):

Monday 13 November 2023

5.15PM for a 5.30pm start

Finish at 8.30pm

How did we go?



Like



Wish



Wonder

Engagement hub



www.gridtalk.com.au



Mental Health Customer Voice Group

Find out more >



Young People Customer Voice Group

Find out more



Disability Customer Voice Group

Find out more >



First Nations Customer Voice Group

Find out more >



Multicultural Customer Voice Group



Seniors Customer Voice Group

Jemena

to hear,
listen
and think



Jemena