

Multicultural Customer Voice Group

Session 2 – 16 November 2023

Jemena

Your Facilitation Team



Lyndal Mackintosh (she/her)

Principal Facilitator



Belinda Lowing (she/her)

Senior Facilitator



Jody Kingston (she/her)

Facilitator



Naomi Oosting (she/her)

Senior Facilitator



Aaron Bosch (he/him)

Facilitator

Working online



Manage your mute



Links and instructions



Aaron Phone



Gotta go? Tell us in chat



Collaboration



Virtual Patience



Virtual Presence

The activity status in Zoom may be activated - we support participation of all by monitoring activity in the breakouts -

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.



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**.



Activity – LET’S CONNECT & REFLECT !

Instructions:

- In pairs, say hello, and share a highlight from CVG Round 1 - something you learned or were surprised about.

AGENDA

(ISH ☺)

Time	Item
5:30PM	Welcome & Introductions
5:40PM	Let's Connect
5:50PM	Context setting
6:00PM	Jemena Presentation and Group discussions – Pricing Principles
7:00PM	Break
7:15PM	Group activity: helping our People's Panel understand our perspectives
7.55PM	Group activity: our key messages for the People's Panel
8:25PM	Reflection
8.30PM	Close


“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

Pratham Bhandari
Customer Voice Group Champion
Acting General Manager Digital Market Platforms



Jemena

Purpose:

- CVG members to re-connect
- Hear from the Jemena team about electricity distribution process
- Exploring pricing principles - fairness and equity
- Developing our key messages to help the Jemena People's Panel understand our perspectives

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

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).

Electricity distribution prices & equity

Luisa Hall She/Her
Senior Pricing Analyst

What does it take to run an electricity network?









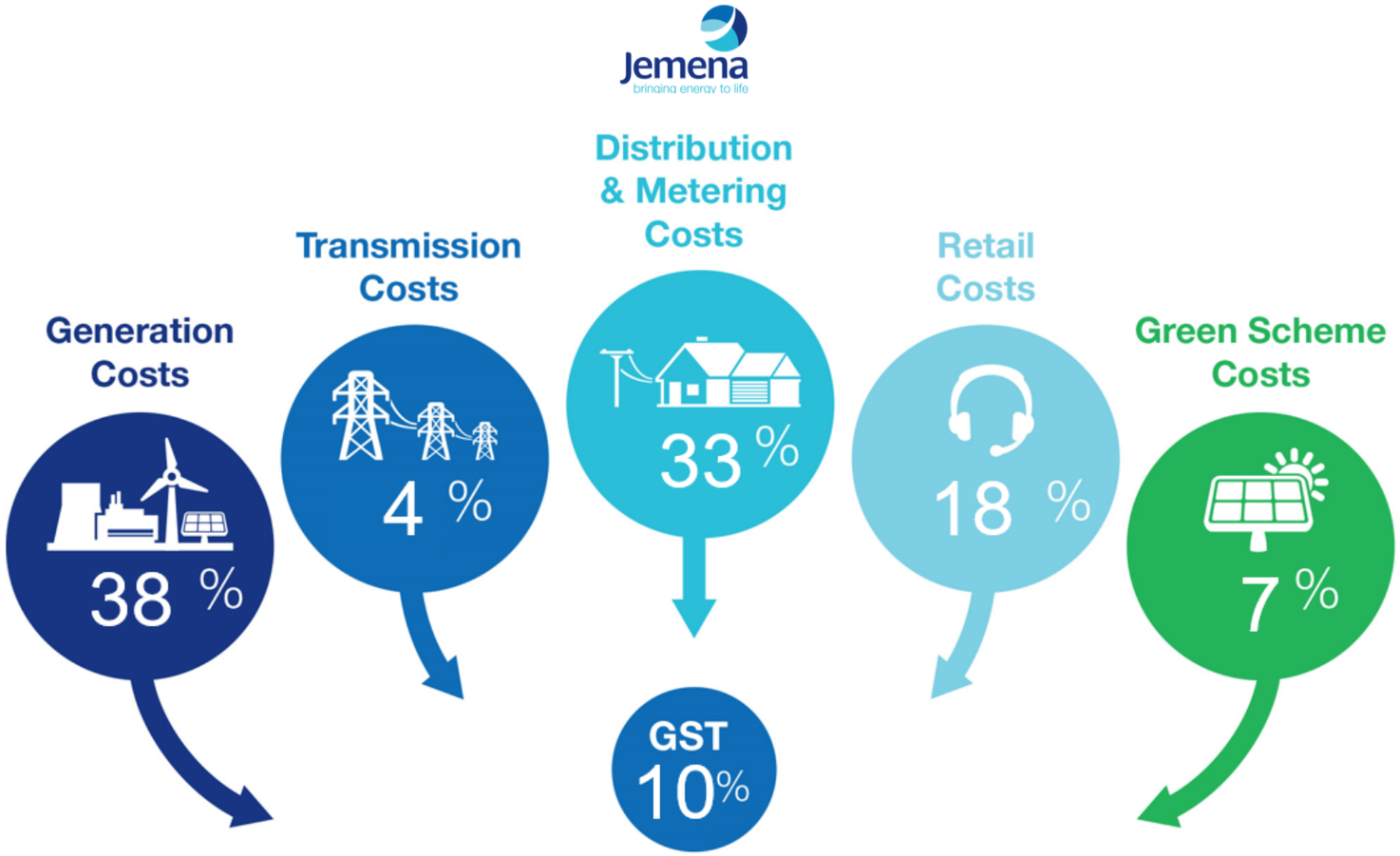







How your bill is calculated currently

Jemena
bringing energy to life

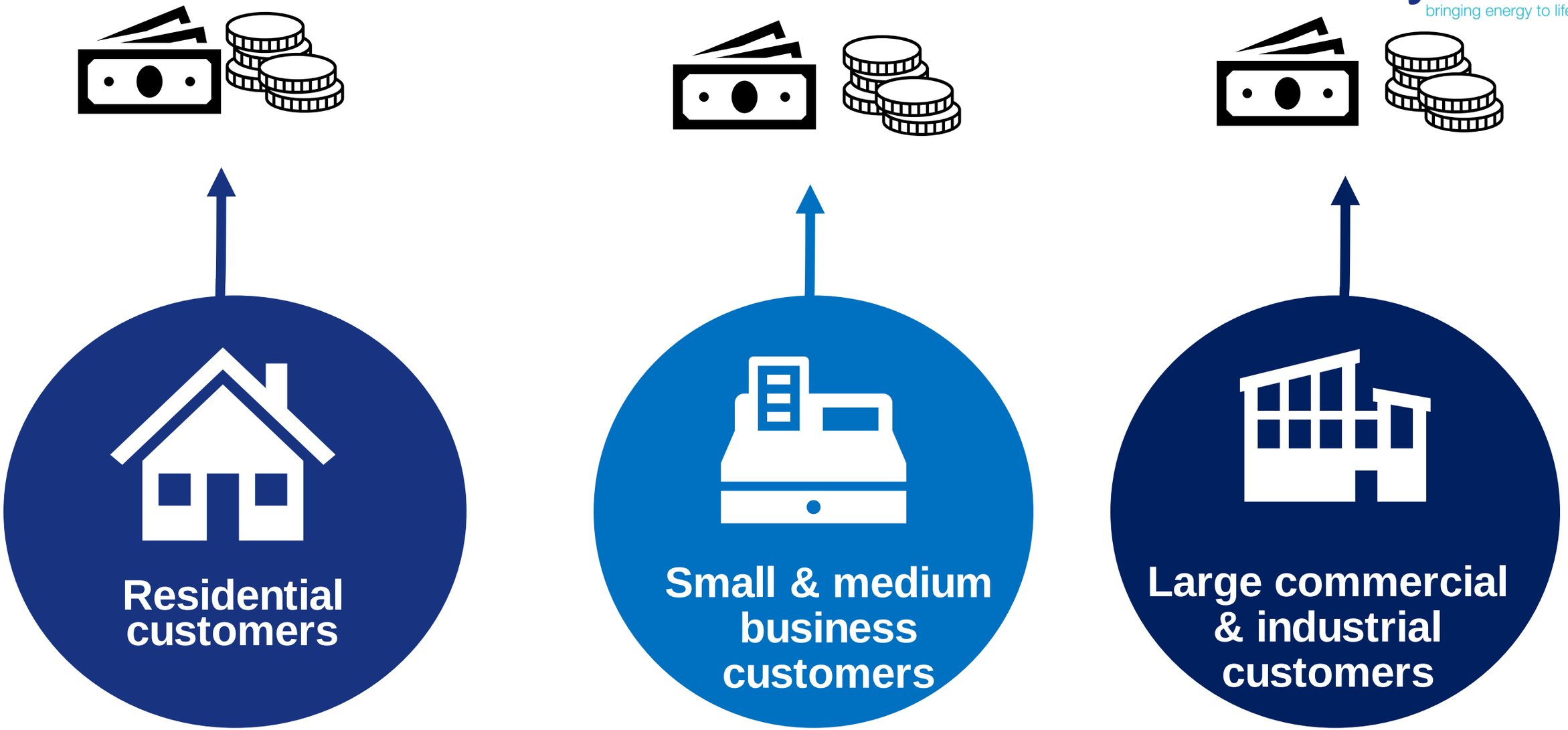


$1,876

Typical annual electricity bill

How we recover these costs from our customers

Jemena
bringing energy to life



Using electricity during off peak and peak times

Peak time use – 3pm to 9pm







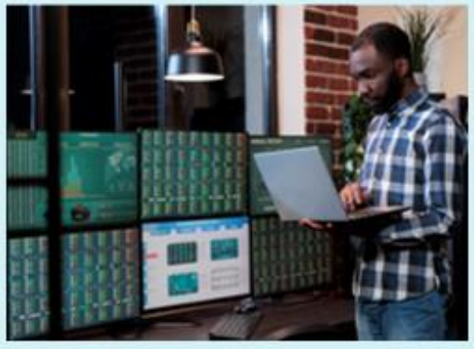




Off peak - all other times

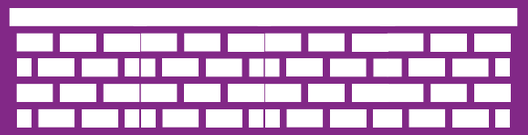





Jemena's residential tariffs

Flat rate



Fixed daily charge

Time of use



Peak & off-peak charges

Default offer

Highest energy use	Highest time	When is your lowest use?	Low time	How many people are in your household
Largest majority Winter months.	Largely evenings in Winter	Largest response for Summer and holiday periods.	Majority during daytime	2.6



Activity – Questions for Jemena so far?

Instructions:

- In your Zoom break out room – pick a scribe who will enter your Top 2 questions for Jemena so far, based on what has been presented.

We will be using GroupMap today to collaborate

Browse to **join.groupmap.com**
and enter invite code

335-AF1-783

Keep link open – we use often

GroupMap

JEMENA 2026 - 2031 Distribution Price Reset

CREATED BY GROUPMAP MOSAIC LAB

EMAIL ADDRESS*

user@company.com

By proceeding you agree to the GroupMap Privacy Policy

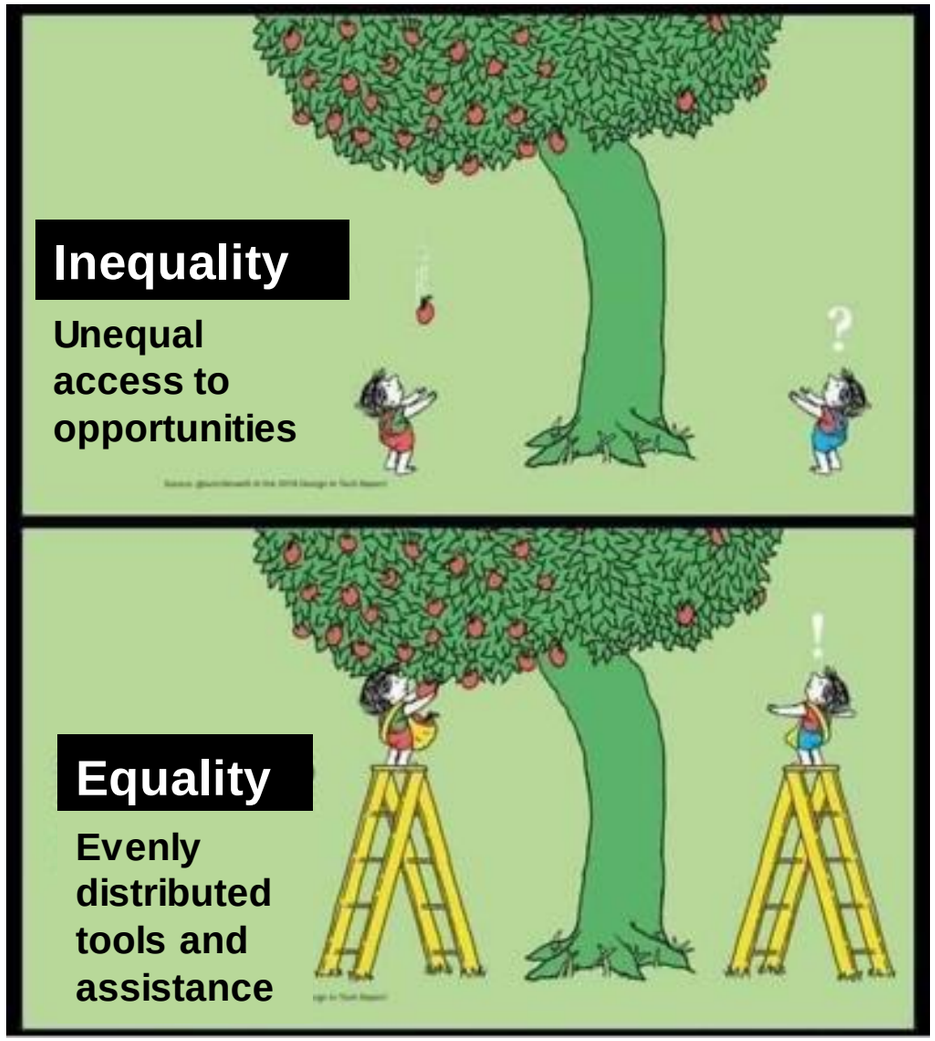
We'll send you a link so you can return later. We value your privacy and won't spam you. Learn more

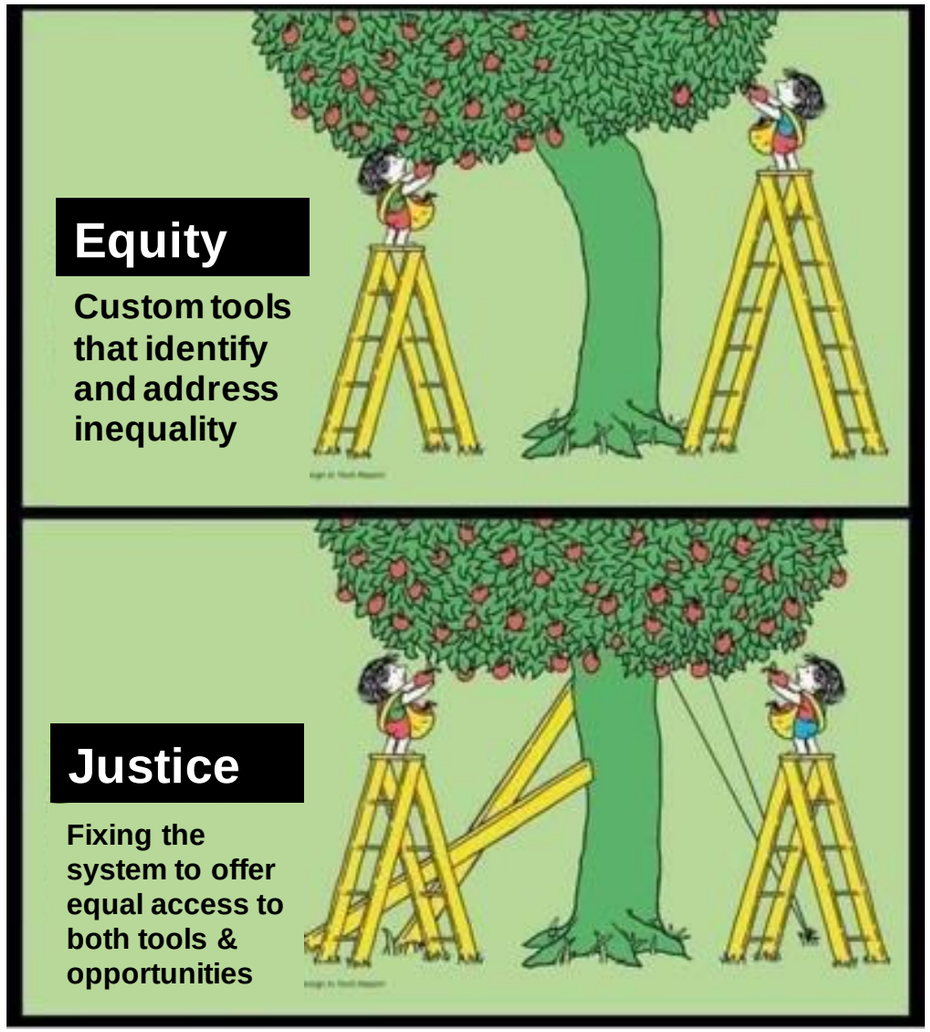
or

GOOGLE FACEBOOK LINKEDIN

← NEXT →

What is fairness?





Source: Tony Ruth from Maeda (2019)

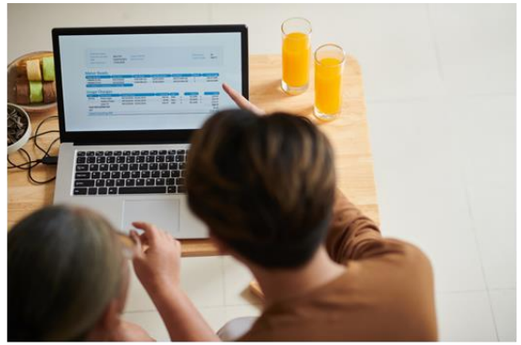


Activity – Zoom breakout & groupmap responses

Instructions:

- What does fairness mean to you when paying for electricity and the prices you are charged?

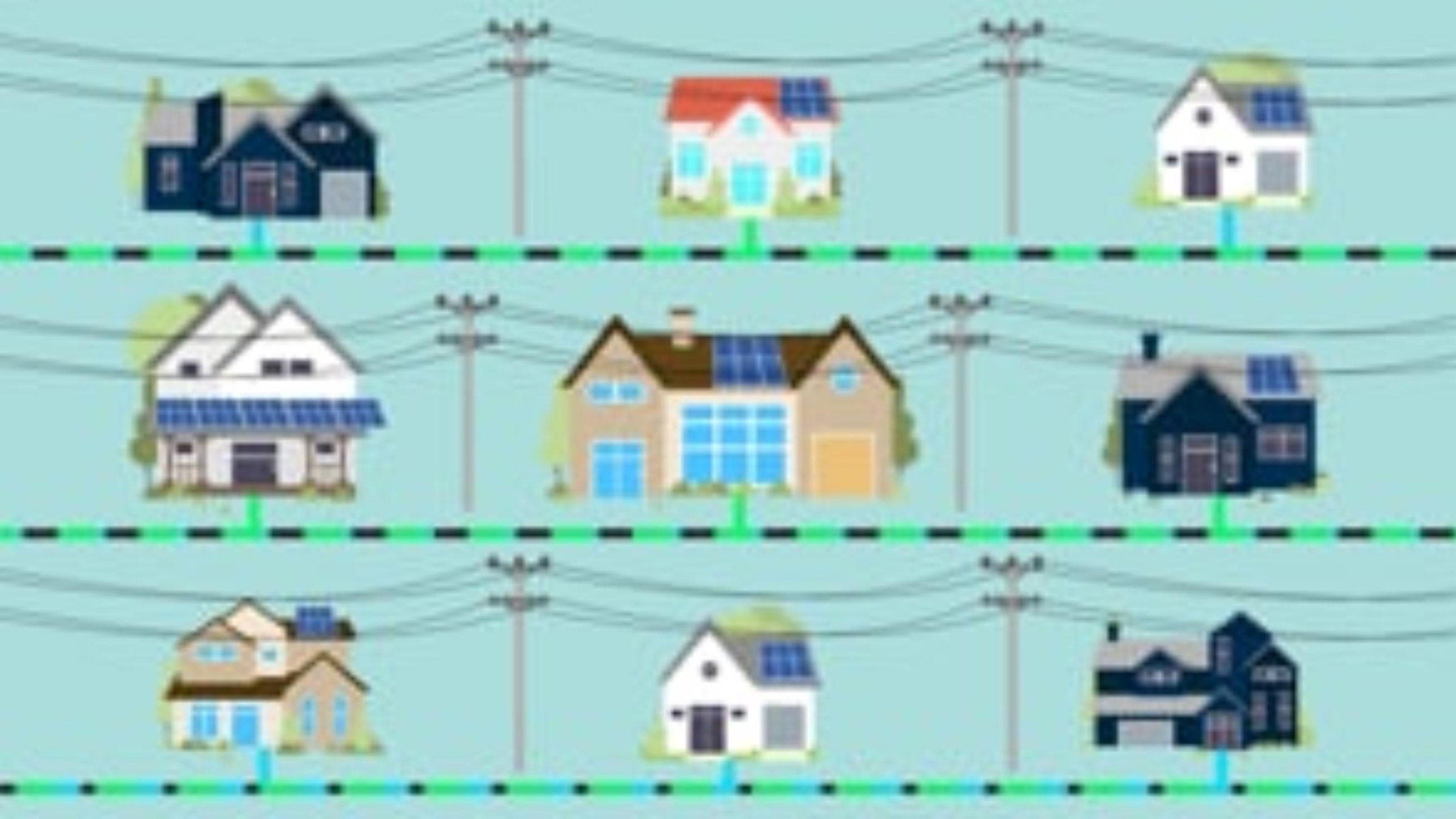
Pricing principles to protect customers



- Fairness & equity
- Efficient cost
- Simple to understand
- Simple to implement



- Cost-reflectivity
- Efficient price signals
- Customer-reflectivity
- Adaptability



What changes are there with solar export tariffs?





Feed-in charges and tariffs



Questions



Helping our People's Panel...

Our People’s Panel will make recommendations to Jemena about what to include in our Price Reset Proposal for 2026-2031.

They will deliberate on various challenges, taking into consideration various perspectives

Helping our People's Panel...

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

Our next discussion activities are to help our People's Panel to understand your perspective....



Activity – what's hard about this?

Instructions:

- Considering all that we've covered today: 'What do you see as a dilemma or challenge for the People's Panel to grapple with?'

WHAT IS HARD? TRADEOFFS

TOPIC AREA/ DILEMMA: (SUMMARISE IN ONE SENTENCE)

EXAMPLE ONLY : Getting the decision-making principles right so prices are fair

WHAT IS ONE END OF THE SOLUTION– ONE VIEWPOINT?

Everyone pays the same

PROS

Simple to calculate

CONS

Not fair as people use different amounts

WHAT IS THE MIDDLE GROUND?

People should be paying approximately for the costs they cause the network to incur

PROS

Fair

CONS

Should everyone have to pay the network cost?
Not fair for customers experiencing hardship?

WHAT IS THE OTHER END OF THE SOLUTION– OPPOSITE?

People only pay for what they use

PROS

Fair

CONS

Not simple to calculate
Doesn't consider network distribution costs



Activity – your key messages to the people’s panel

Instructions:

- Given all that we’ve covered today: What are this group’s key messages for the Jemena People’s Panel to consider?

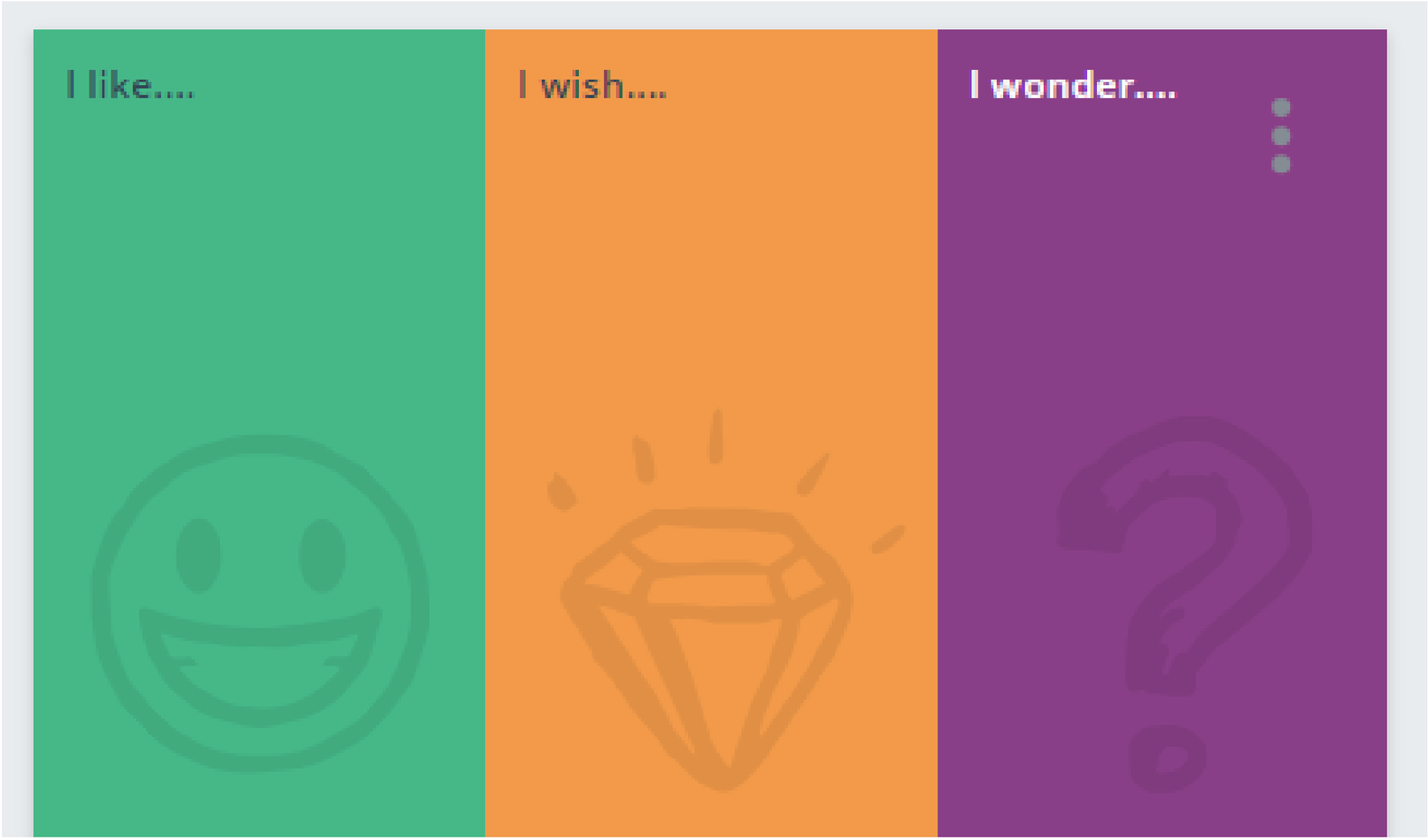
See you online (Zoom):

Monday 5 February 2024

5.15 PM for a 5.30PM start

Finish at 8.30PM

Reflection



Thank you

Jemena

Questions

Jemena

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

to hear,
listen
and think



Jemena