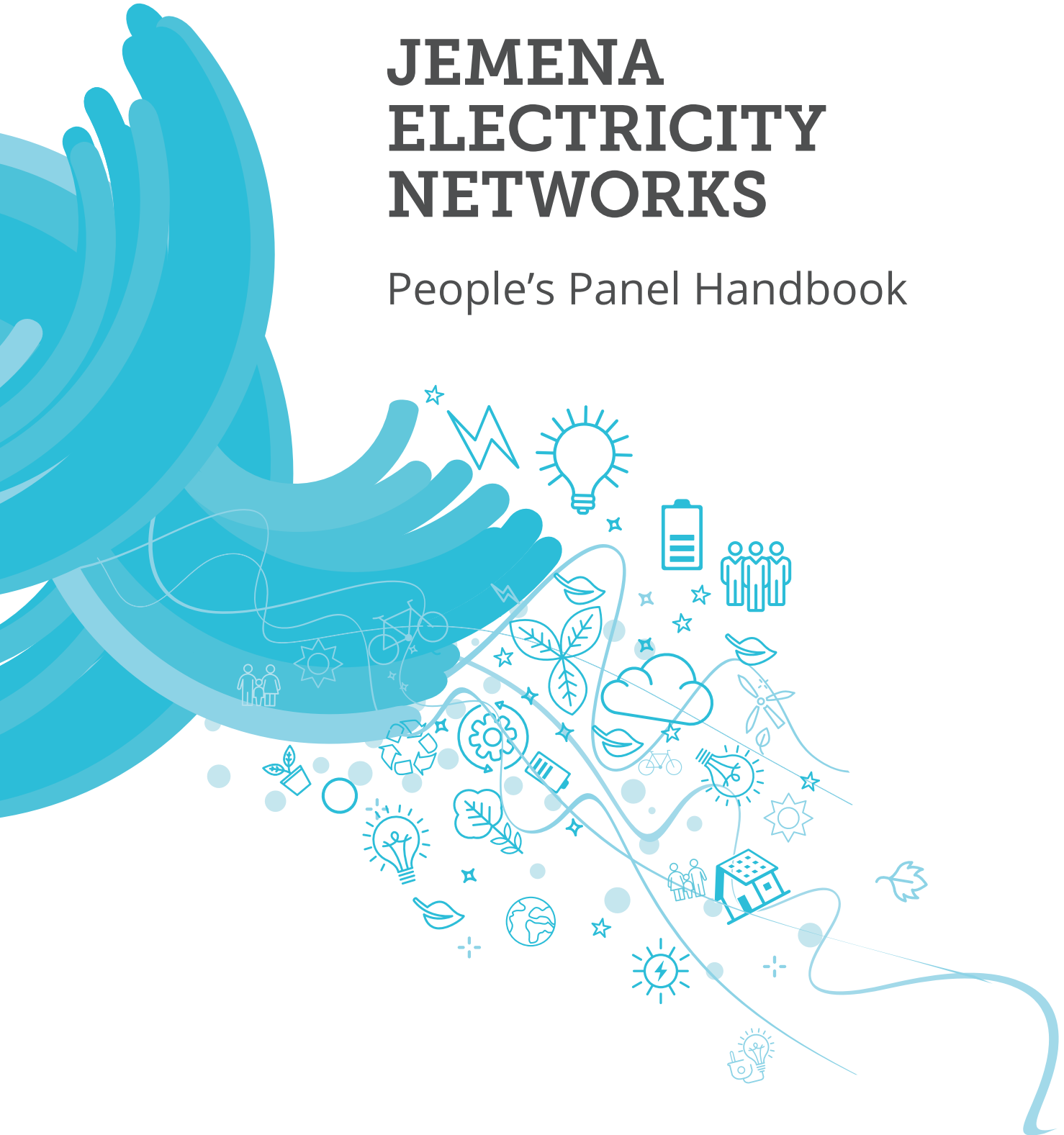
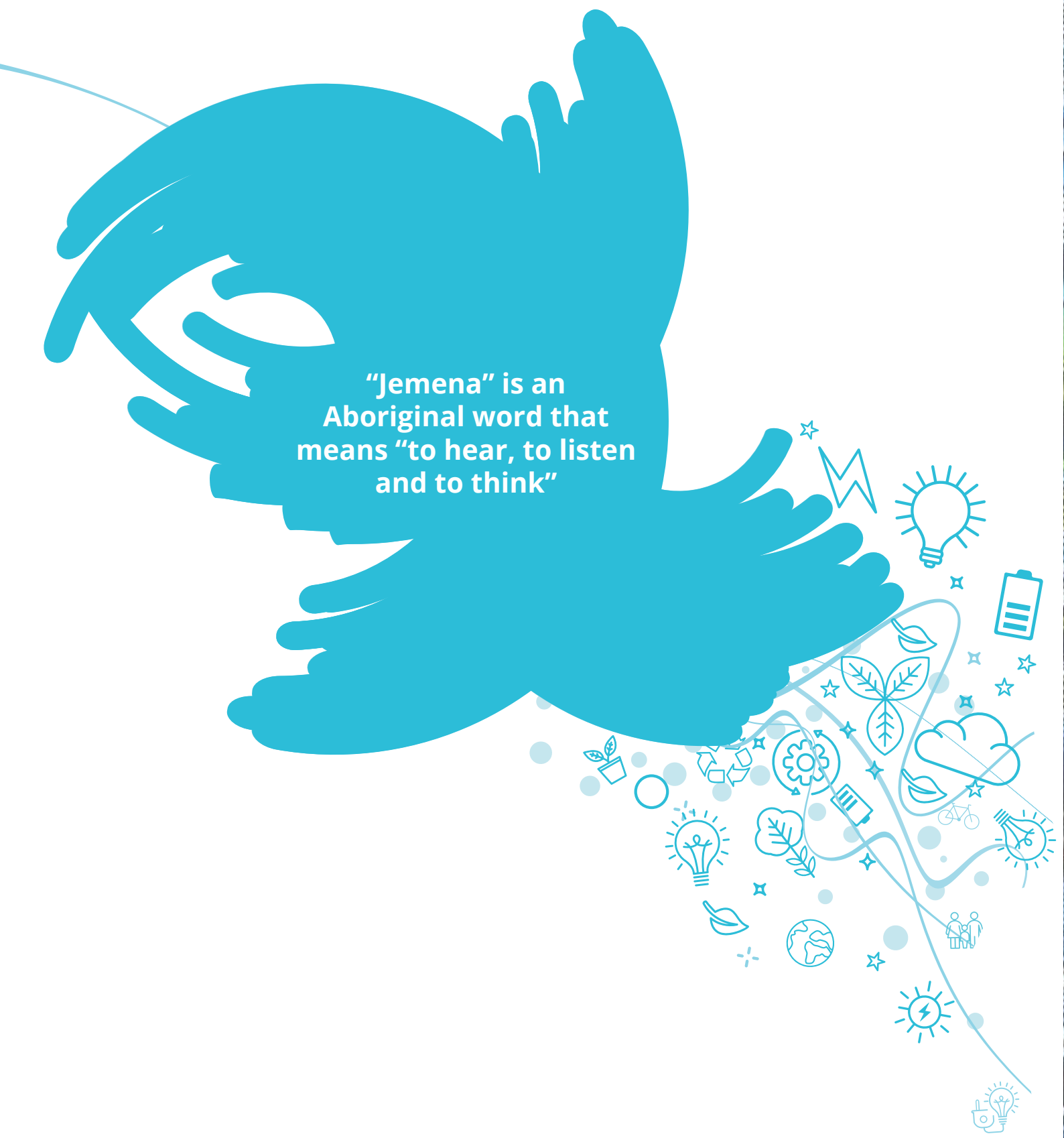
JEMENA ELECTRICITY NETWORKS

People's Panel Handbook



Jemena
bringing energy to life

October 2023


“Jemena” is an
Aboriginal word that
means “to hear, to listen
and to think”



Acknowledgement of Country

Jemena acknowledges the Traditional Owners of the land on which we operate and recognises their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.
Artwork is by Chern'ee Sutton a contemporary Indigenous artist from the Kalkadoon people from the Mount Isa area in Queensland.

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Welcome to the Jemena Electricity Networks People's Panel



The cost of living is increasing, and we know our customers' needs and aspirations are rapidly changing. The energy industry is also at a critical point, with a growing focus on a low-carbon future and more extreme weather impacting the grid.

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. Your feedback will be incorporated into our 2026-31 price reset proposal. This proposal will be submitted to the Australian Energy Regulator for their approval.

This pack provides you with an overview of our electricity network, our engagement program and your important role as panel members.

Thank you for your involvement and unique perspectives you bring to the group. I look forward to learning from you.

David Gillespie
Managing Director
Jemena





Welcome

Thank you for agreeing to participate in the Jemena Electricity Networks People's Panel (the Panel) and be part of our engagement relating to the development of our regulatory proposal for the period 2026-31.

By participating you have the opportunity to represent customers from across Jemena's network and to help us understand how we can prepare for a sustainable energy future, while meeting customer and community needs today.

This Handbook sets out important information for you to consider during the Panel process. It provides you with information about the Panel, its purpose, principles, and importantly, your role as a member of the Panel.

In addition, to this Handbook you will also have access to an information manual that will be provided after the orientation meeting. The manual will provide greater context and detailed information on the focus of the Panel and will help you prepare for the sessions. Remember, you do not need previous knowledge, we will help you build your understanding of Jemena and what they need your assistance with throughout the sessions.

Our challenge

With a changing environment and continuing increases in the cost of living, providing a fair energy future has never been more important than now. With increased customer uptake of renewables and other technologies, people are rapidly changing both how they use and what they expect of the electricity network. This requires a rethink about the best way to plan for the future and charge for electricity in a way that is fair for everyone and meets different customer expectations.

Throughout the engagement process we will be asking Jemena's customers to think about and make suggestions and recommendations on the question:

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

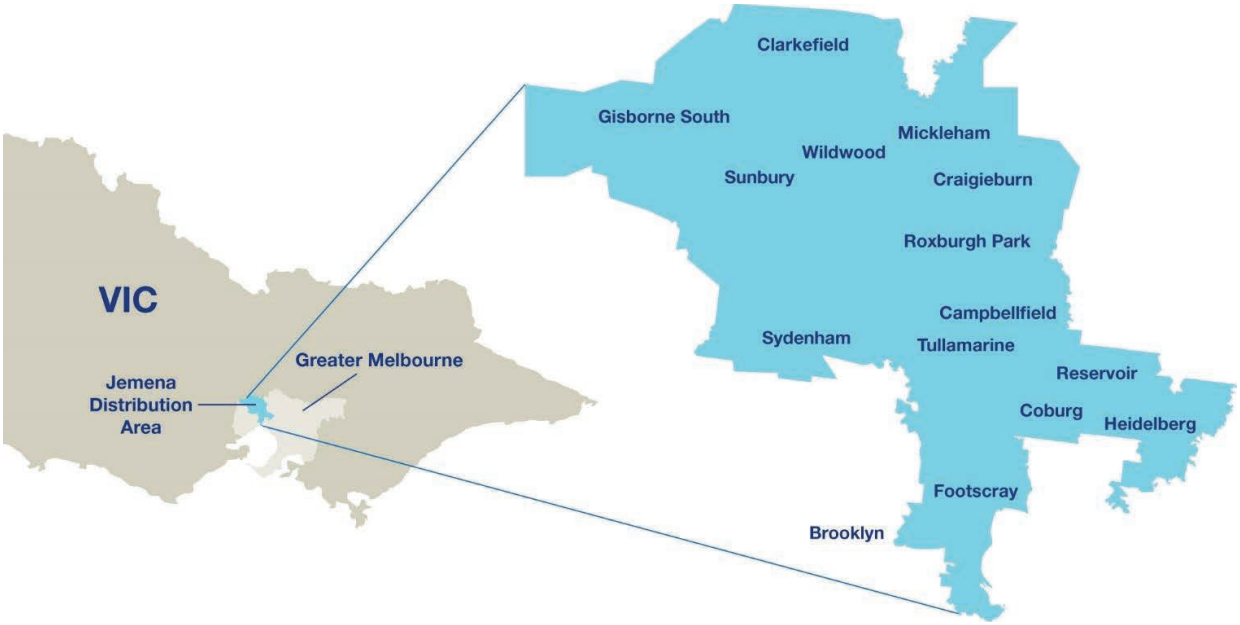
This will be our guiding question for the Jemena Electricity Networks People's Panel.

Jemena's Electricity Networks

Our electricity network is one of five electricity distribution networks 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.

Our role is to distribute electricity when and where our customers need it. We build and manage the infrastructure that transports electricity through more than 950 square kilometres of Melbourne's north-west suburbs and provides energy to support businesses and critical infrastructure such as Melbourne Airport, which sits in the middle of our distribution area.

Figure 1 - Jemena network map in Victoria





The Jemena Electricity Networks People's Panel

The Panel has been established to support the development of the Jemena Network's Regulatory Determination 2026-31 that will set out our expenditure and revenue plans over that five-year period.

We want our customers to play a key role in shaping the future of Jemena Electricity Networks and those aspects of our investment and revenue plans that we believe customers can influence.

To encourage customer participation and to help support meaningful conversations with our customers we have established the Jemena Electricity Networks People's Panel. Through the Panel, by engaging with a diverse range of our customers like you, we will gain a better understanding of our customers' views and values, that will help us to make more informed decisions and to deliver better services.

In selecting members of the Panel, we commissioned the independent specialist engagement consultants the Sortition Foundation, to select the Panel members and oversee the process to independently bring together a representative group of 50 Jemena customers to work together and be part of the Panel process.



What is a panel?

People's panels, citizen's panels, community panels and customer panels are powerful examples of *deliberative democratic* engagement.

This means that the community and/or stakeholders affected by a decision are put at the centre of the decision. It brings members of the public closer to decision makers and the activity of government and organisations like Jemena Energy Network.

A panel is built around a number of principles including:

- A **random sample** of people affected by the decision are selected to participate.
- Participants are provided with **detailed, in-depth information from a range of sources** that helps them to understand the issues and options related to the decision.
- Participants are given the **time and support** they need to consider and discuss information and ideas, **weigh up issues** and options and agree on **recommendations**.
- Participants **write their own report** which is presented directly to decision makers. The recommendations in their report have a **high level of influence** over outcomes or decisions.

How the Panel was selected

An expression of interest process was held whereby letters of invitation were sent to a randomly selected customer base inviting them to register their interest in participating in the Jemena Energy People's Panel.



Panel members were then further randomly selected independently by the Sortition Foundation to ensure a representative sample of the customer in terms of locality, age, gender, education and solar use. People who registered their expression of interest were randomly stratified through an online stratification tool.

Using the online tool avoids any unconscious bias and perceived favouritism. Neither Jemena nor our expert panel facilitators MosaicLab, were involved in the selection of the Panel representatives. The final Jemena Energy People's Panel is descriptively representative of our broader residential and small business customer base. These panels ordinarily include people that we do not usually hear from but who are impacted by our decisions.

The diversity of the members of the panel is important in considering the challenges and opportunities facing customers and bringing their lived experiences into developing recommendations for Jemena Electricity Networks.

Panel principles



Influential – Jemena will listen, hear and consider Panel members' input with an open mind.



Clear scope – the role of the Panel is to answer the remit.



Representative of the community (stratified random selection).



Blank sheet – the Panel will write its own report.



Deliberative – the Panel will engage in thoughtful discussion, weigh up options and consider different points of view.



Appropriate access to **information**/experts and sufficient **time**.



Independent facilitation by MosaicLab facilitators and independent panel selection by Sortition Foundation.

Your role as a panellist

You will be joined by up to 49 other Jemena customers and asked to consider all information presented and consider the following:

- Pricing and equity and understanding what impacts this may have on customers
- Ways to transition to a new energy future that meets the customer needs of today
- Level of support for Jemena to transition to environmentally friedly solutions and support changes such as solar and electric vehicles
- Agree on a set of recommendations to be presented to Jemena, with those recommendations duly considered by the business and accepted wherever practical and possible.
- Share initial ideas and draft recommendations with other customer engagement forums.

You don't need to be an expert on energy regulations, pricing or understanding future energy needs to participate. You will have access to a range of information, including a detailed manual (provided after the orientation session), the Jemena Electricity Networks team, as well as insights from other customers lived experiences to understand different perspectives.

You will hear from a range of speakers and have the opportunity to request additional information. Your role includes both **listening** and **contributing**. You will discuss the issues and ideas with your fellow panellists and weigh up all of the evidence and information presented to you.

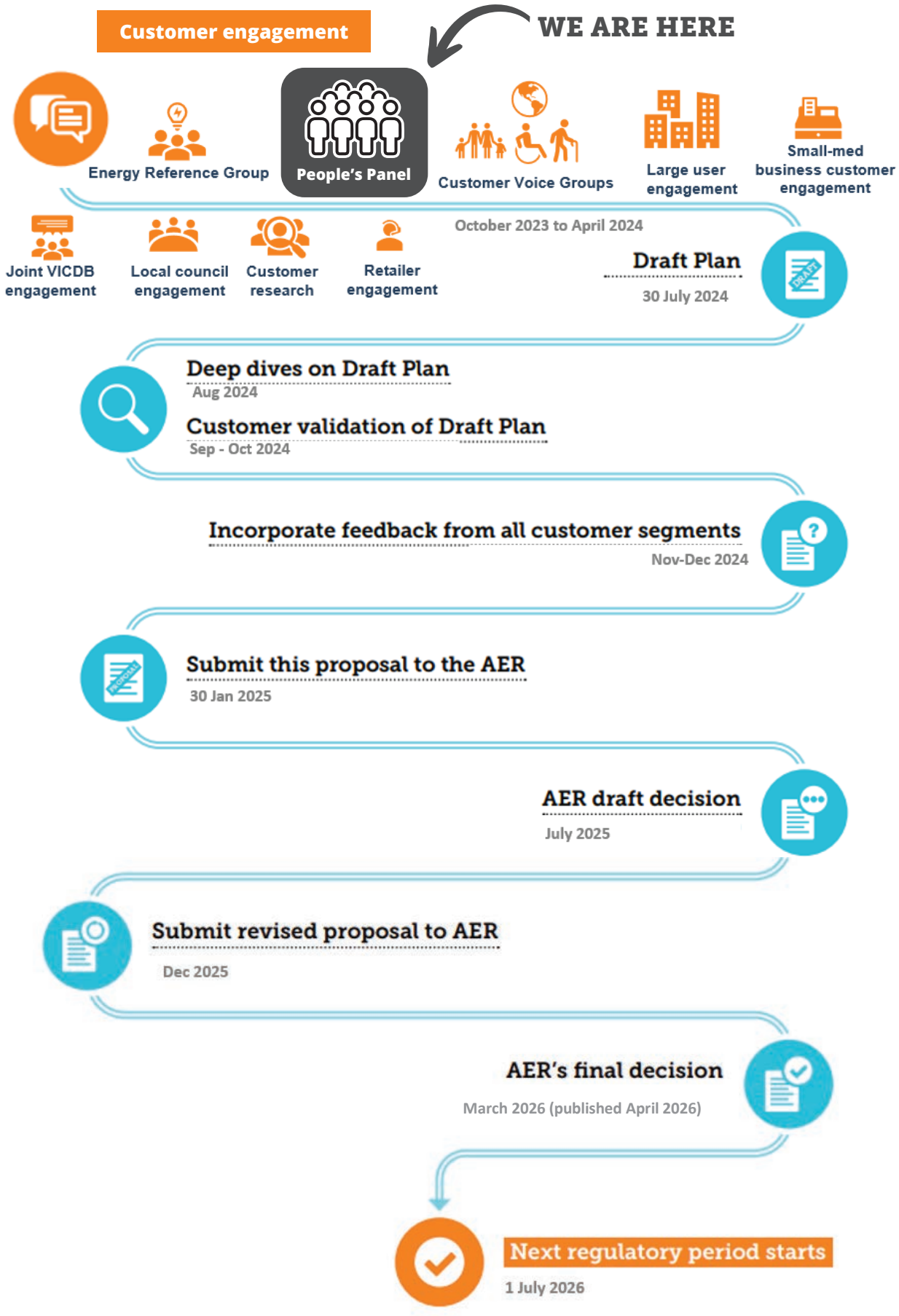
While the Panel will often come together as a whole, you will also have discussions in small groups which will help you to have more in-depth discussions, to share your views and learn more about other people's ideas and perspectives.

Expectations of people's panel members

1. **Read** this handbook and background materials as provided.
2. **Attend** all sessions – while we recognise that life can be unpredictable, it is important you can attend all sessions of the Panel. Please advise **register@mosaiclab.com.au** of any changes to your availability.
3. Participate in an **open, respectful and thoughtful manner.**
4. You are welcome to ask family and friends for their thoughts on the challenges facing Jemena Energy Network and their priorities on the matters to be discussed, as background to your Panel participation.



Engagement roadmap



What you can change

People's Panel

A randomly selected group of approximately 50 people who broadly represent the entire community that Jemena serves. The people who attend learn about issues, discuss them with one another, and then make recommendations about what should happen and how things should change.

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 Electricity Networks 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 Electricity Networks operates as an established reliable and secure energy network that adheres to safety standards.
- Climate science.

Jemena Electricity Networks promise

- 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.

Commitment to an enjoyable experience

It is our intention that Panel sessions take place in a friendly, respectful and supportive manner. Jemena and your facilitators are committed to making sure that the experience is as enjoyable and productive as possible for all involved.

As part of this commitment, it is expected that everyone – including the facilitators and Jemena's representatives, are respectful of each other and protected from unnecessary emotional or psychological harm.

Discussions will be focused on the challenge. There will be no time available to discuss other issues/topics that are not related to the remit.

Different views and healthy disagreements are encouraged and welcomed as part of the process. However, any threatening, derogatory or aggressive words or actions that could be supposed to cause distress to others, will be appropriately managed by your facilitators.

The Panel will discuss and decide on their own, detailed working agreements at the introductory session and these agreements will help to guide all other behaviours relating to how the Panel works together over the course of the process.

Observers

Observers are an important part of any deliberative process as they provide an opportunity for people to view the Panel and process in action. Having observers in attendance helps to build understanding and enhance the transparency of the process.

We will always introduce observers to the Panel, so that you and other panellists know who they are and what organisation they come from. Observers are provided with a set of rules and are not able to participate in the Panel or disrupt the Panel process.

An important set of observers will be members of Jemena Electricity Networks Reference Group (ERG) and the Australian Energy Regulator's Customer Challenge Panel (CCP).

Payments

The Jemena Electricity Networks People's Panel will meet over seven sessions.

We recognise this significant commitment of time and value that Panel members contribute. Each panel member will receive $900 at the completion of the panel as a way to recognise the commitment and contribution. This will be organised through a direct debit payment into your bank accounts and will be organised in April 2024.


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Session dates and times

Working together in person

All people's panel sessions will take place in person and held at venues that are accessible and central to the Jemena customer area.

To make the most out of our time together it is important that you attend each session, arrive on time and stay for the duration of the session.

Overview of sessions including venue details

Date	Session	Time and venue	Focus
Wednesday 18 October	Jemena People's Panel Social	Registration - 5.45pm 6.00pm – 7.30pm Ultima Function Centre – Corner Keilor Park Drive and Ely Court Keilor Park	• Get to know the People's Panel • Meet Electricity Networks • Meet the MosaicLab Facilitators
Thursday 2 November	Orientation	5.45pm for a 6pm start. Finishes at 9pm Ultima Function Centre – Corner Keilor Park Drive and Ely Court Keilor Park	• Panel members to meet and connect • Opportunity to hear more about your role and to hear from Jemena. • You will get the chance to share questions and concerns on the task and get ready for Day 1
Saturday 25 November	Day 1	8.45am for a 9am start. Finishes at 5pm and there are lots of good breaks! Town Hall Broadmeadows - 10 Dimboola Rd Broadmeadows	• Understand the task in detail • Learn about critical thinking and how we can apply it • Reflect on power and privilege and what it means for our conversations together and our lived experience • Share learnings and insights from key documentation (background report) • Delve deeper into a range of perspectives from Jemena's nominated guest speakers • Information gaps and how best to fill them on Day 2

Date	Session	Time and venue	Focus
Saturday 3 February 2024	Day 2	8.45am for a 9am start. Finishes at 5pm and there are lots of good breaks! Broadmeadows Town Hall - 10 Dimboola Rd, Broadmeadows	• Start to discuss the pricing and equity and future energy options and consider the options and their impacts on customers • Hear from and question Panel nominated speakers
Saturday 24 February	Day 3	8.45am for a 9am start. Finishes at 5pm and there are lots of good breaks! Hume Global Learning Centre - 75-95 Central Park Ave, Craigieburn	• Time to review and think about information inputs to date • Initial brainstorming of ideas and panel to group ideas into 'like' themes • Start to build up Panel recommendations • Provide one process of review and rewrite of the Panel's recommendations
Saturday 16 March	Day 4	8.45am for a 9am start. Finishes at 5pm and there are lots of good breaks! Broadmeadows Town Hall - 10 Dimboola Rd, Broadmeadows	• Work with feedback from the Customer Voice Group on the Panel's draft recommendations • Explore the feedback from the Panel's own feedback via a survey • Review and rewrite the draft recommendations looking for major changes to test across the Panel.
Saturday 20 April	Day 5	8.45am for a 9am start. Finishes at 5pm and there are lots of good breaks! Broadmeadows Town Hall - 10 Dimboola Rd, Broadmeadows	• We welcome the Panel back together and Jemena Electricity Networks and the Customer Voice Groups will provide further feedback on the Panel's draft recommendations • The Panel will review the recommendations and undergo a final rewrite ready for decision making • The Panel decide the final recommendations that are then presented to Jemena Electricity Networks • We celebrate, the job of the Panel is complete!

Role of Jemena Electricity Networks

Jemena has a project team supporting the engagement process and their role includes:

- Providing relevant and useful information ahead of each session that will help you provide advice
- Responding to your questions and reasonable requests for further information
- Receive and respond to your advice.

Jemena team that will be supporting the process will be:



Shaun Reardon
Executive General Manager, Jemena Networks



Ana Dijanosic
General Manager Regulation



Matthew Serpell
Program Director, Electricity Distribution Price Reset



Louise Baring
Customer Enggament Lead

The project team will also report back on what they hear from the Panel in a **response document** to be provided to Panel members. This includes providing an explanation for any Panel recommendations that cannot be incorporated into the final regulatory proposal.

Over time, Jemena will continually identify where the Panel's recommendations have influenced the Jemena's thinking.

Role of MosaicLab facilitators

MosaicLab's role is to support the Jemena Electricity Networks People's Panel members in your discussions.

This includes promoting informed discussion, enabling everyone to have a chance to participate and contribute, remaining neutral and therefore not having a stake or interest in the content or outcome, and responding and adapting to the group's needs.

The MosaicLab facilitators will aim to guide the process in a way that helps you to do your work as effectively as possible.

The MosaicLab team includes:



Lyndal Mackintosh
Facilitator



Belinda Lowing
Facilitator



Jody Kingston
Facilitator

For more information on MosaicLab visit **mosaiclab.com.au**

Engagement hub

A dedicated People's Panel engagement hub has been created for panel members. You can visit the hub via GridTalk.com.au and head to the 'People's Panel' page. We will host more information and opportunities for you to ask questions through this page throughout the project.

Media and social media guidelines

People's Panel members are welcome to post on social media about their participation, however, we ask that you respect the privacy of fellow panel members, guest speakers, Jemena and MosaicLab staff.

If you use social media (Facebook, Twitter, Instagram, etc.) to post about your experiences during the process, we encourage you to use the hashtags: #jemena #GridTalk #futureofenergy

Anything said to a journalist, submitted to a media organisation or posted online on social media is a public comment. Please be polite and respectful of others and their opinions, don't reference specific individuals, and only speak from your perspective – not on behalf of the group.

As the Panel's role occurs over an extended period of time, members are requested not to pre-empt any outcomes on social media or in the traditional media.

MosaicLab is available on **register@mosaiclab.com.au** to assist panel members if required.

Filming and photography

To promote transparency in the overall deliberative process and subsequent Jemena decision making, we may photograph and record some sessions of the Jemena Energy People's Panel.

Some panel members will be invited to participate in brief "vox pop" style recorded interviews about their participation.

The photographs and videos will also be used to promote Jemena's engagement process.

Key contacts

RSVPS Attendance General enquiries	Please keep forum correspondence regarding attendance, dietary requirements and general enquiries through: **register@mosaiclab.com.au** **You can also send SMS to 0448 793 610**
Payments	We will ask for your bank details before Day 5 so that we are ready for your payment of $900 at the completion of the panel.
Project questions for Jemena	**GridTalk@jemena.com.au**

Media enquiries

Any media enquiries should be addressed to the Jemena Electricity Networks Communications team: **GridTalk@jemena.com.au**

Jemena
bringing energy to life

This handbook produced by:

mosaic LAB

