



Jemena Electricity Networks

Feedback on 2026-31 DRAFT PROPOSAL

September 2024



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

Contents

1.	Overview	4
2.	Preparing the electricity network for the future	5
2.1	Ranking of initiatives	5
2.2	Meeting customer and community needs	6
3.	Customer engagement	7
3.1	Capturing all our customers	7
3.2	Feedback on customer engagement and outcomes	8
4.	The energy transition.....	11
4.1	Future Network Strategy.....	11
4.2	Considerations to take into account	13
5.	Capital investment	15
5.1	Proposed capital expenditure	15
5.2	Concerns and expectations not accounted for in the forecast.....	17
5.3	Suggestions on forecast capital expenditure.....	18
6.	Operating expenditure.....	20
6.1	Proposed operating expenditure	20
6.2	Concerns and expectations not accounted for in the forecast.....	21
6.3	Suggestions on forecast operating expenditure	22
7.	Incentive schemes	24
7.1	New connections being included under CESS.....	24
7.2	Excluding new connections volumes from CESS.....	25
7.3	Proposed customer service incentive scheme	26
7.4	CSIS measures.....	28
8.	Revenue requirement.....	30
8.1	Balancing customer expectations on affordability.....	30
8.2	Views or suggestions on forecast revenue requirement	32
9.	Tariffs and charges.....	33
9.1	Changes would you like to see to residential, small business or large business tariffs.....	33
9.2	Understanding large business tariffs	35
9.3	Alternative tariff structures	36
10.	Smart metering	37
10.1	Approach to meter replacement.....	37
10.2	Metering services	38
11.	Other services.....	40
11.1	Supply constraints on legacy public lighting types.....	40
11.2	Public lighting program	42
11.3	Public lighting trial funding	43
12.	Network Resilience Addendum	44
12.1	How we are responding to Independent Panel recommendations	44
12.2	Electric Line Clearance.....	45
13.	Submissions	46

1. Overview

Following the public release of the **Jemena Electricity Networks 2026 Draft Plan** on 22 August 2024, public submissions opened, along with a **survey** to gain feedback from customers, Local Councils and stakeholders.

The survey aimed to:

- understand if customers felt the Draft Plan met customer and community needs
- test the top nine priorities of importance to customers that the Draft Plan delivers
- gain insights into the key chapters of the draft plan.

The survey was open and promoted from August 22 to 16 September through:

- direct communications with customers, Local Councils and stakeholders
- paid social media across LinkedIn and Facebook.

The **survey remains open for any late submissions** being accepted to allow for any community members who were unable to complete the survey during this period.

Survey responses

Forty-two responses to Draft Plan were received from customers and stakeholders, which are outlined by breakdown of individuals in the below table.

Table 1.1 Contributors to Draft Plan survey

Contributors	Number
Residential customer	31
Small and medium business owner	5
Large commercial and industrial customer	0
Retailer	1
Local Council representative	2
Stakeholder	2
Customer Council	1
Total	42

This document provides the verbatim feedback captured on the Draft Plan. Please note that the written submissions content is in the form submitted by customers or stakeholders and has not been edited or curated by Jemena.

Submissions

In addition to survey responses, a number of submissions were provided to Jemena that directly related to:

- Electric Line Clearance
- Tariffs.

A separate survey relating to public lighting will gain feedback from Local Councils on public lighting which closes on 7 October 2024.

2. Preparing the electricity network for the future

2.1 Ranking of initiatives

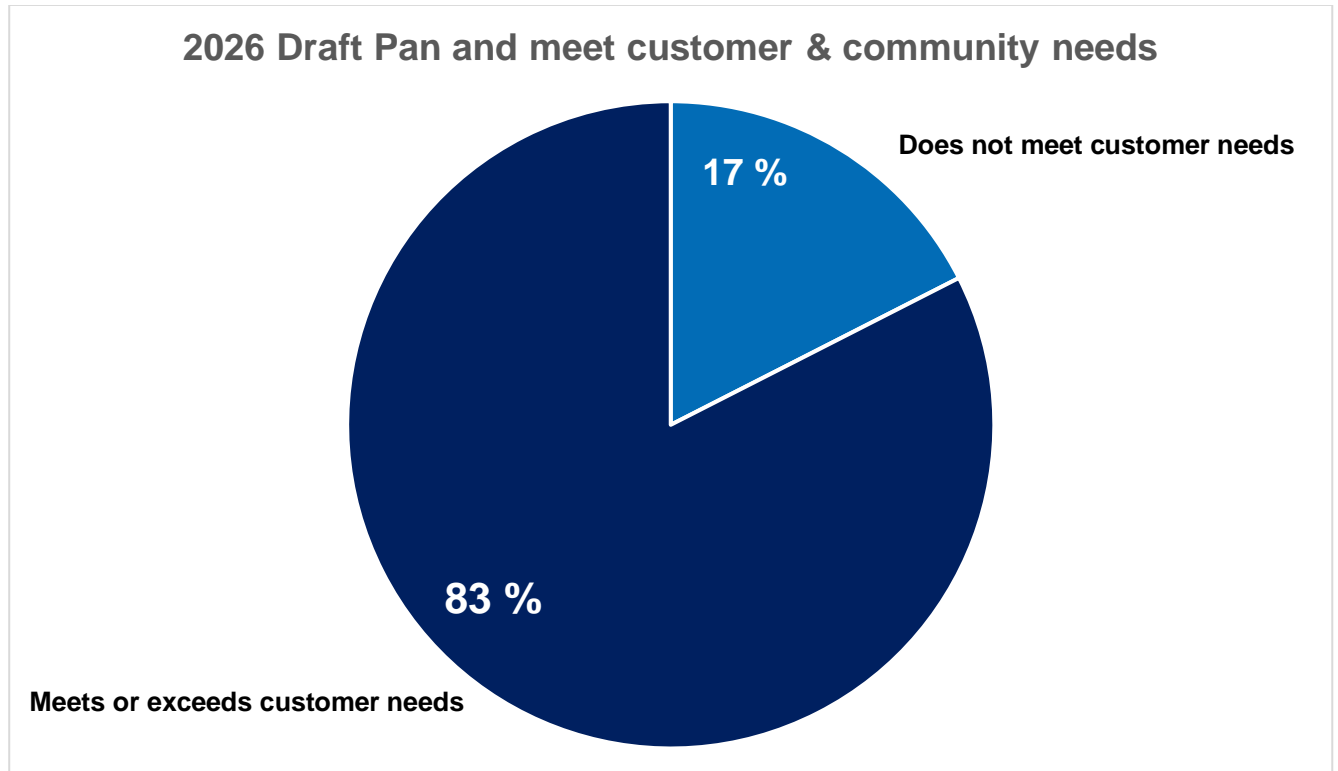
In ranking the **nine (9) initiatives outlined in the Draft Plan**, the below initiatives are ranked as the highest (1) priority for customers to lowest priority (9) based off the average of customer feedback.

1. Replacement of fleet vehicles with those that are more environmentally friendly to increase the sustainability of our operations.
2. Upgraded systems to keep customers better informed with near real-time information at times they need it the most.
3. New digital technologies to improve electricity system management and enable new sustainable products and services.
4. Ensure all customers receive an average two per cent reduction in distribution charges during the next regulatory period (excluding inflation).
5. Large-scale assets to serve new large customers such as data centres and hospitals.
6. Connect over 33,300 new residential customers and 2,585 businesses in North-west Melbourne.
7. New tariff structures that encourage better network utilisation and improve price equity between solar and non-solar customers.
8. Broad-based zone-substation redevelopment program to maintain the current reliability levels
9. A new portal to provide tailored information based on customer preferences and language needs with energy information.

2.2 Meeting customer and community needs

In response to the question that contained a sliding scale (does not meet customer needs, meets or exceeds customers needs):

- **83 per cent of customers** (n34) believe the Draft Plan either **meets or exceeds customer** needs
- **17 per cent of customers** (n7) believe the Draft Plan either **does not meet customer** needs.



3. Customer engagement

The Customer Engagement Chapter (chapter two) outlines the engagement program, customer priorities and recommendations and how the Draft Plan responds to customer priorities and recommendations.

3.1 Capturing all our customers

In response to the question – **Did our customer engagement capture all of our customers? If not, who did we miss** – customers and stakeholders provided the below verbatim feedback.

- Yes
- *n/a see comments on addendum*
- *Yes- very well captured!*
- Yes
- *As far as I can see*
- *Pretty well covered, although there should be special emphasis/support for the poorest members of the community.*
- Yes
- *Yes it did*
- *yes i think it did*
- Yes
- *Seemed comprehensive*
- *I believe so.*
- Yes
- *NA*
- *I believe so*
- *Yes, I think Jemena worked hard to capture all the key categories of customer*
- Yes
- *Non-English speaking customers.*
- Yes
- Yes
- *Not sure*
- Yes
- Yes
- *You didn't miss anyone*
- *Meets*
- *No.*

3.2 Feedback on customer engagement and outcomes

In response to the question – **What is your feedback on our customer engagement and the outcomes?** – customers and stakeholders provided the below verbatim feedback.

- *I think the customer engagement is very good. It covers a very broad range of customers and voices. And it shows that you have listened to what has been said by all the different customer groups and a very good set of recommendations have been put forward. I liked how you have outlined your response to the recommendations.*
- *The outcomes meet and exceed my expectations from such an exercise, it is well-considered and hits plenty of factors which are not in the public eye.*
- *This was very good, but will the overseas owners actually listen or just be interested in more profit?*
- *Good engagement. Average to good outcome.*
- *It was well structured and planned. The customers groups covered almost all the categories in your area*
- *Diverse groups were reached. Important to focus on most vulnerable, not just serving the biggest customers by income with an essential service. Hope the retailers also take the shared concepts to heart.*
- *To engage vision impaired and deaf next time or try to reach out*
- *Customer group meetings were well run and provided much valuable information from Jemena.*
- *I think a very broad range of topics and areas were covered in the proposed changes*
- *It was well thought-out process on who to engage as part of the 2026 plan. It is evident and beneficial to the engagement process provided a diverse range of feedback.*
- *there appears to be a lack of consideration to council owned assets (trees) which will be severely impacted by increased line clearing pruning practices.*
- *Overall, I appreciate the effort Jemena Energy puts into engaging with its customers. The communication channels are accessible and responsive, and the information provided is usually clear and relevant. I've found the updates on service disruptions and energy-saving tips particularly useful. In terms of outcomes, I've noticed positive changes in service reliability and response times, which is commendable. It would be beneficial to have more regular surveys or feedback mechanisms to continuously gauge customer satisfaction and address any emerging issues promptly.*
- *Satisfactory*
- *It aimed to.*
- *Good mix of customer groups*
- *n/a see comments on addendum*
- *Simple languages and tools on how to maximise savings at home would be beneficial for residential customers.*
- *Very well-planned forum; The content was easy to grasp; Categorized and covered 5 areas covered five areas of importance: decentralization, decarbonization, digitalization, rise of energy storage and electrification*
- *A bit more notification of its existence would be nice*
- *I think you've done a good job trying to elicit important information from your customer base.*
- *Well managed, inclusive and informative.*
- *The groups of people is odd, I think all the groups surveyed use electricity in the same way.*

- *broad customer feed back with whats important to them which gave jemena ideas of where to go providing better outcomes for customers*
- *Proposed initiatives to increase information to customers and restructure tariffs are tricky to target at the problems faced because distributors don't have this direct passthrough to customers. Effort needs to be focused on: making tailored actions easy to implement for customers, and improving alignment of distribution incentives with retailer offerings.*
- *Comprehensive and in-depth. You've given customers the time and knowledge to participate and feel included. Through the engagement, I've personally changed the times I use my appliances to make the most of solar. So the engagement shows the positive impact Jemena's sharing of knowledge can have.*
- *Jemena, as a company, does customer engagement exceedingly well. To their credit. They put the consumer first, and in return we, as consumers, have faith in Jemena's priorities as a business.*
- *Very fast*
- *NA*
- *Great engagement and effort across the community*
- *"The way customer feedback is written up throughout the draft plan does not place the correct emphasis on affordability. Rather than affordability being 'a top priority' for customers alongside network reliability and resilience, affordability is THE top priority. I'm not suggesting that reliability and other outcomes are not important, but the way feedback is summarised and communicated should reflect the true prioritisation that customers have tried to convey. I was very unhappy to see that a survey of 1000 customers about their priorities did not allow respondents to include price or affordability anywhere in the ranking (section 2.8.5).*
- *The quality and content of customer feedback is heavily reliant on the types of questions asked. Jemena undertook to provide those involved in the customer engagement process lots of informative information and context about what Jemina does and what it plans to do over the next regulatory period - I thought that part was well done.*
- *However, it's difficult for customers without technical background to provide balanced feedback on questions that should be presented as a trade-off but are instead presented devoid of cost context. For example, anyone can agree that network resilience is necessary and resilience programs needs to be funded, but the contextual information needed to decide whether a particular program should be funded is what benefit will it deliver (what is the additional resilience compared to current resilience spending, how could this program reduce expected storm costs over the next 5 years) compared to the cost the new program would impose on customers. I'm not suggesting that the customer engagement should include all the details of a cost benefit analysis, but every question about programs should be presented as a trade-off between better service and higher prices.*
- *For context, I participated in the disability customer voice group."*
- *None*
- *Feel being listened to and the opportunities to vent our dissatisfaction with the increased cost of our bills.*
- *I think the engagement was well structured, fun and inclusive and met mine and the groups expectations*
- *It is important to be able to serve the clients inquiry with less time on the phone & follow ups from the clients*
- *Good engagement and very good outcomes*
- *Good*
- *Very good engagement with various groups in the Community.*
- *The staff were polite engaging as well as informative*

— *Its good but with the gas its hard to check the meter reading.*

4. The energy transition

The Energy Transition Chapter (chapter three) outlines the current energy environment, future challenges and the Future Network Strategy to prepare for a more sustainable energy future.

4.1 Future Network Strategy

In response to the question – **What do you think about our future network strategy?** – customers and stakeholders provided the below verbatim feedback.

- *I like how future problems have been anticipated and different pathways and scenarios have also been predicted to inform next steps. I think the future network strategy is great, it shows how you plan the technology to evolve and the uptake of that technology while also not compromising on current operation standards and reliability.*
- *There is a great deal of foresight into the the future advancements in both needs and technological implementation.*
- *I am disappointed that more localised generation therefore less transmission structure has not been identified as a priority.*
- *"Most is OK. Would like more collaboration seen in the community especially with indigenous knowledge to balance with spiritual interference occurring with the works that you are doing in each location*
- *I think you are shooting your self in the foot charging solar a high tariff to export. 3rd of people have solar now, is that correct. Not sure but that is a big proportion of people with a substantial increase in their bill. With an annual yearly bill of 1.5k, and growing, a battery would be a few Year then a saving going completely off the grid. This decision will force people off the grid altogether and empower them to actually take that decision. Not to export and share the power at all."*
- *It's hard to plan something in the future, like how much EV will be used in the next 5 years, everything seems very volatile but I believe the future network strategy seems to be safe enough.*
- *Whilst I am not well informed about the intricacies of network growth, the strategy appears to be future-focused and is a fairly comprehensive, 'whole of system' approach. The document itself is clear and digestible to even the average layperson and highlights a commitment to reliability though rapidly changing times.*
- *I think the future network was on point strategy and target audience needs*
- *Well considered and as fair as possible to the diverse range of customers.*
- *I think it's considered all customers and fairly distributed the additional costs*
- *The strategy aligns with the recommendations and feedback sources from the core engagement groups*
- *I appreciate Jemena Energy's proactive approach in planning for the future. The focus on modernizing the network to accommodate evolving energy demands and integrating new technologies is crucial. It's encouraging to see efforts towards enhancing network reliability, supporting renewable energy integration, and improving overall efficiency.*
- *Satisfactory*
- *The strategy as outlined in Table 3.6:Our future network strategy looks sound.*
- *Need to ensure Jemena supports the electrification transition, including with a focus on customers and their energy resources*
- *n/a see comments on addendum*
- *On the right direction.*

- *I think that the future network strategy lays out a comprehensive and forward-thinking approach to transforming the electricity distribution network through embracing electrification, supercharging customer events and building future capabilities. Overall, the strategy outlines a well-rounded approach to future-proofing the network while addressing both technical and customer-focused aspects.*
- *The strategy seems solid if not revolutionary. It would be nice to see details of 20 or 30 years from now addressing the possibility of alternate power sources.*
- *It's a complex issue which I still don't properly understand, however I like to think that Jemena is doing the best for the community it represents.*
- *Balances the needs of the future with the challenges of today.*
- *It meets the community expectations.*
- *heading in the right direction*
- *It is a positive story about embracing transition that should be widely publicised to continue building the public opinion in this direction.*
- *Positive*
- *I think the strategy is sufficient to prepare for a sustainable energy future.*
- *Highly recommended*
- *Well placed for our energy transition*
- *"I completely understand that Jemena faces many new and significant costs in accommodating changes to demand (such as the higher peaks and lower troughs of demand of rooftop solar users) and changes in supply to accommodate renewable energy (again, this problem is particularly acute for rooftop solar where generation is dispersed throughout the grid). These costs are unavoidable and a direct result of government green policies. This is on top of the direct cost of green policies, which is a 10-20% addition to the average household electricity bill (see modelling by St Vincent de Paul). None of this is within Jemena's control.*
- *What I am absolutely not ok with, is an electricity distributor choosing to worsen that financial pain by pursuing non-mandatory green policies and programs, which I have to pay for. I don't mind other people being passionate about green energy: there are many excellent ways they can choose to pay more to reduce their carbon footprint. It's not fair for those who can't afford to pay more or who are passionate about different things to have green energy costs foisted on us from every direction.*
- *To take a specific example, I do not want to pay higher electricity prices so that Jemena can upgrade its vehicle fleet to EV. That change should be undertaken if it passes a cost-benefit test and generates better value for customers.*
- *The draft plan says: "Our customers are passionate about the energy transition and ensuring we are at the forefront of renewable technologies." I would strongly submit that this is an untrue generalisation. Not all Jemena customers are 'passionate about the energy transition'."*
- *I think it is a positive move in the right direction*
- *More efficient to cope with the emergency outages and customers can be updated with any changes with network strategy via portal link.*
- *Very ambitious*
- *"Most important is the costing to clients.*
- *We never hear of any news saying price decrease - always price increase on power more so gas"*
- *Well planned and well thought out*
- *Could be doing more for green energy*
- *Detailed.*

- *It represents the future we require to maintain the needs and demands put on our grid which is always changing and growing as our population grows and weather environment changes*
- *The current proposal to charging residents who have solar panels (but not solar batteries) and therefore have no option except to export excess power into the grid is directly opposes the green initiatives, the monetary reasons and the sustainable future incentives for getting solar panels. This proposal is extremely unreasonable.*

The cost of getting Solar Batteries at present is out of reach for many Australians (particularly with the cost of living crisis in place) and the government rebates are not supportive enough for households to be able to afford the commodity. Therefore, the proposal to charge residents who are contributing to a greener, clearer and more sustainable future, punishes those who have taken out loans in order to do so over the past (up to 7 years).

Whilst I could understand a proposal whereby residents are no longer provided a feed in tariff for the supply of energy to the grid, to charge residents for something that they have already got installed and loans for and now can't simply turn off contradicts the intention of a sustainable future and is a completely unreasonable burden onto the residents who have incurred the financial costs to do so.

The only reasonable alternative to this barbaric proposal are; 1) that the feed in tariff be removed (without a penalty cost being applied), 2) to assist in means by which existing solar panel owners can attain cost effective and suitable batteries or 3) reduce the volume of energy that is produced by non-renewable resources to reduce the oversupply issue within the grid and make a significant contribution to the sustainable energy future.

4.2 Considerations to take into account

In response to the question – **Are there other considerations we need to account for in our future network strategy?** – customers and stakeholders provided the below verbatim feedback.

- *Good.*
- *Not that I can think of.*
- *Perhaps A.I. is something worth looking into, for the implementation of data analysis and/or network control.*
- *We need to rethink the way electricity is transmitted from generation plants, the uptake of electricity as gas is progressively turned off may well be slower than forecasts*
- *The possibility people in the next 10 years will be going off the grid. With batteries in all types hot water, in cars , on the house there will be major advancements in just the next 10 years, so be financially ready for a lower tariff intake. Invest in service to enhance experience and keep people using your service, rather than enhance their ability for them to turn off all together.*
- *I believe everything was covered, no further considerations.*
- *Worsening climate emergency - increased fires, flooding, windstorms. As well as political instability and war. Not fun topics, but are on peoples minds at the moment and are incredibly relevant to our ability to adapt.*
- *Yes options with local council in event of Power outage that there is fast response of local people knowing where to charge a phone seek help meals an. Hot water or basic medical supplies in event of an emergency*
- *Direct communication of what Jemena does with customers, perhaps via retailers' accounts/bills*
- *I don't think so*

- *As climate events become more frequent and severe, ensuring that the network can withstand extreme weather conditions and other climate-related impacts is crucial. Investing in infrastructure that is resilient to such events can help in maintaining service continuity and reducing the need for extensive repairs. Furthermore, evaluating the cost-effectiveness of various components of the network strategy is important. Balancing investment in new technologies with the need for cost control can help in managing operational expenses and keeping customer bills reasonable.*
- *Disappointed about the solar rebate decreasing significantly.*
- *I'm not sure that Jemena needs to "supercharge" customer engagement; they just need to do it well. Many needs can reasonably be anticipated.*
- *n/a see comments on addendum*
- *It is great that you are considering equity in your plan.*
- *"Community and Stakeholder Engagement*
- *Stakeholder Involvement: Engage with a broad range of stakeholders, including local communities, businesses, and environmental groups, to ensure the strategy meets diverse needs and gains broad support.*
- *Transparency and Communication: Maintain transparency about the goals, progress, and challenges of the strategy to build trust and foster collaboration.*
- *Although I see that you already touched on it under First Nations cultural training."*
- *At some stage, ageing infrastructure - such as the inner suburbs where I live - will need more than cosmetic upgrade.*
- *No.*
- *No*
- *should the conditions change be flexible enough to meet those new or changing conditions*
- *Emphasis on incentivising flexible energy consumers to minimise the build requirements for growing excess solar PV generation.*
- *Not from my perspective*
- *I do not believe so. I think the bases have been covered.*
- *No*
- *balance of other energy solutions*
- *None that I can identify*
- *As the population is ageing, priorities on affordability should be considered to help with the Seniors with limited income especially the consumption of energy during winter to keep warm, prevention of cold, flu, covid and hospital admission.*
- *N/A*
- *Check if the client can be given a better rate base on their usage pattern. Cheaper rates during day time..?*
- *Not sure*
- *Providing benefits to solar panel customers to ensure the financial investment by these customers has been worthwhile.*
- *Maybe of we ever go nuclear in Australia would this make the network obsolete and old also if renewable such as solar and wind become more dominant*

5. Capital investment

The Capital Investment Chapter (chapter five) outlines the capital expenditure for the next regulatory period.

5.1 Proposed capital expenditure

In response to the question – **What do you think about our proposed capital expenditure for the next regulatory period?** – customers and stakeholders provided the below verbatim feedback.

- Good.
- *I think the capital expenditure is large but is justified as sustainability was a large priority identified by customers and as it doesn't increase customer prices I think the capital expenditure amount is worth it.*
- *On the surface it appears sufficient and reasonable.*
- *A lot of money that will ultimately be paid for by the consumer*
- *Excellent, but could spend more on community batteries*
- *I find the plan well thought out and aligned with our operational goals. The proposed investments appear to be strategically positioned to enhance infrastructure reliability, ensure compliance with regulatory standards, and improve overall service efficiency.*
- *Whilst a 47% increase from the previous is stark, so long as it is actually going towards future-proofing and upgrading our network that is fair and justified.*
- *I think it's very realistic and well measured against the current supply and demand*
- *Meets future network needs.*
- *Well thought out and topics widely considered*
- *Overall, I find the proposed capital expenditure to be a thoughtful and strategic approach to addressing both current needs and future challenges. The emphasis on upgrading infrastructure, enhancing network reliability, and supporting technological advancements is commendable.*
- *Satisfactory*
- *A 47% increase over the current regulatory period seems high, but necessary.*
- *Need to ensure costs are fair, efficient and not excessing*
- *n/a see comments on addendum*
- *It is great that you are investing on new technologies to bring sustainable energy to life.*
- *The proposed capital expenditure plan reflects a robust and strategic approach to addressing the evolving needs of the network and its customers. I especially like the focus around Resilience to Extreme Weather. The proposed capital expenditure appears well-aligned with current and future needs, aiming to enhance network reliability, resilience, and efficiency. Balancing immediate investments with long-term strategic goals will be key to maximizing the benefits of this substantial expenditure.*
- *It seems constrained, which is the best approach in this environment.*
- *Finances are not my strong point, so I can't say I understand this area enough to comment.*
- *It is logical, no one knows the future but Jemena has outlined a plan to support its capital outlay that accounts for major assets.*
- *Good*
- *responsible way to go meeting customer needs investment in the future grid and how it may work*
- *Capital expenditure is too aggressive in improving reliability. The mandated reliability standards are already enough for the vast majority of consumers.*

- *Nothing to add*
- *Reasonable.*
- *Not too concerned*
- *Needed, we need to invest in our future*
- *"A 47 per cent increase in capital investment compared to the previous 5 years is absolutely unsupportable and is why Jemena is not able to provide a better price for customers.*
- *Capital investment should be approved where it leads to lower net present operating expenditure (such as replacing aging infrastructure) such that the total cost to customers decreases. Customers expect investment that delivers the most efficient cost over the long term, as noted in 5.1.1. This doesn't justify a jump in capital investment of almost 50%.*
- *Jemena is obligated to offer new connections, but not for free. Developers should pay those additional costs, not existing customers.*
- *The draft plan says that "The initiatives under our capital expenditure forecast are consistent with our customers' expectations and recommendations." However, customers were not provided with cost information when asked about their expectations for capital upgrades.*
- *As the draft plan highlights, there are issues in the network that require solutions. Increasing spending is the easiest and the laziest solution. Customers expect Jemena to expend more effort in developing creative solutions that help keep consumer prices as low as possible."*
- *It's good*
- *Investment on targeted area with the support of local councils to prevent further floods by installing Dams and evicting and compensating the existing, vulnerable houses to the non- flooding areas.*
- *Very comprehensive*
- *Ok to invest on EV vehicles towards the 0 carbon emmission future*
- *Reasonable*
- *Very good.*
- *This will keep up with expected projects and demands but more maybe and or will be required maybe through rebate subsidies from federal and state governments.*

5.2 Concerns and expectations not accounted for in the forecast

In response to the question – **Are there other concerns or expectations that we have not accounted for in our forecast?** – customers and stakeholders provided the below verbatim feedback.

- Good.
- No it looks good, I like how non-network expenditure was specifically outlined.
- Nil. Without having a solid foundation upon which to account for investments into battery technology, it is not expected to be accounted for at this stage.
- 38% income from new connections, more people may well go off grid completely as better battery technology comes on line. Has this been taken into account.
- Large proportions of people going off grid. It is part of conversations already amongst my work group and friends
- Urban heating impacts of the data centre proliferation, which at present is considered a local council problem to ameliorate. The sheer scale of additional heat far exceeds what we can achieve with vegetation management or the other levers we have available, so it becomes a public health risk.
- All concepts discussed seem to be covered.
- I'd like more detail on Jemina's risk assessment re: financially preparing for the unexpected. What is the worst case scenario that has been considered and what happens if reality plays out worse than that?
- Only the deaf and vision impaired in outages that I mentioned and more young people engaged
- Not that I can see.
- No
- The rapid pace of technological advancement could introduce new opportunities or challenges that were not anticipated in the forecast. Staying flexible and open to incorporating emerging technologies, such as advanced grid management systems or innovative energy storage solutions, might be beneficial. Changes in customer behavior and expectations, such as increased demand for renewable energy or greater emphasis on sustainability, might impact the forecast. Regularly reviewing customer feedback and market trends can help in aligning the forecast with evolving customer needs.
- Massive housing boom needing for housing shortage.
- I am concerned that householders will bear a disproportionate percentage of this cost, compared to commercial entities.
- n/a see comments on addendum
- No concerns at the moment.
- No
- I'm interested in disaster planning and planning around things like a global pandemic
- Not that I can think of.
- No
- No
- I think you covered most but then I don't have a crystal ball to see into the future
- No
- Nothing to add
- I do not believe so.

- No
- No, but we need to ensure the energy is there when we need it
- None that I can identify
- The safety of the Electric Vehicles and their high voltage battery which cause electrocution when submerged in water/floods, their intoxication and flames in damaged battery during collision/motor car accidents. People are fearful of electric car and the affordability of the replacement of costly high voltage battery. More education on the usage should be conducted.
- Not sure
- Hopefully pensioners and solar panel customers will continued to receive discounts.
- The 2030 government goals may impact on the costs and expectations from businesses and private uses and prices

5.3 Suggestions on forecast capital expenditure

In response to the question – **Do you have other suggestions in relation to our forecast capital expenditure for the next regulatory period?** – customers and stakeholders provided the below verbatim feedback.

- Good.
- No it looks good.
- Nil.
- Invest in aboriginal social spiritual connections along with your energy connections made. It will connect your customers and your company to our country more and build love and respect for our living supportive earth
- No further suggestions.
- A simple breakdown of how the average customer (household) won't be paying 47% more in power bills will ease the blow on this one when it is being communicated.
- We need to stay on top of supply an demand to stay connected an more broader community information so people are aware as we have been in this process
- Provide capacity to meet unexpected / not projected needs
- No
- Consider prioritizing and phasing projects based on their urgency, potential impact, and alignment with strategic goals. This approach can help in managing resources more effectively and ensuring that critical projects are addressed in a timely manner.
- No
- no
- n/a see comments on addendum
- Consider the right tariff for renters that don't have access to the new energy solutions at the property.
- "Phased Investment Strategy:
- Approach: Implement a phased investment approach to spread out expenditure and manage risks. This allows for adjustments based on changing conditions and performance evaluations. Benefit: Helps mitigate the risk of overinvestment and provides flexibility to adapt to unforeseen challenges."
- No
- No

- No
- *just be felexible eough you may need to spend more should the need arise*
- No
- *Nothing to add*
- *I do not.*
- No
- *Bettr communication and continued engagement with customers*
- No
- *No investment on the targeted area apart from the prevention by evicting the existing houses and installing the Dams to prevent further floods that my affect the power outage.*
- No
- *Continue to support people who have invested in solar panels and batteries.*
- *Again more will be required and prepared for as the capital expenditure will increase with costs and inflation and also as the transition to renewable increases*

6. Operating expenditure

The Operating expenditure Chapter (chapter six) outlines the operating expenditure for the next regulatory period.

6.1 Proposed operating expenditure

In response to the question – **What do you think about our proposed operating expenditure for the next regulatory period?** – customers and stakeholders provided the below verbatim feedback.

- good
- *This looks really good. I like how there are efficiencies that benefit the business and the customer and expenditure is expected to decrease.*
- *Appears generous in line with requirements.*
- *Excellent work. Nicely presented explanatory. Happy with the expenditure. Happy if you need to invest in future more*
- *I am fully satisfied with the approach you've taken. The expenditure is well-justified, and it reflects a clear understanding of the operational needs and regulatory obligations. It effectively balances cost efficiency with the need to maintain high standards of service and operational reliability.*
- *Makes sense, glad to see that Jemina is aligned with expectations here.*
- *I think it's measured an appropriate for supply an demand design*
- *Seems to be well thought-out and reasonable.*
- *Hopefully all costs have been considered appropriately on the trajectory of growth over the period*
- *Overall, the proposed operating expenditure appears to be thoughtfully developed, with a focus on maintaining and improving service quality. Investigate opportunities for cost savings through operational efficiencies. Streamlining processes, adopting best practices, and leveraging technology can help reduce operational costs without compromising service quality.*
- *Satisfactory*
- *It is good to see that Jemena benchmarks well in comparison to peers.*
- *Need to ensure costs are fair, efficient and not excessing*
- *n/a see comments on addendum*
- *It is very well considered and calculated.*
- *your operating expenditure forecast reflects a strategic and thoughtful approach to managing costs while addressing necessary investments and regulatory requirements. Clear communication and ongoing monitoring will be key to ensuring the effectiveness of these expenditures and maintaining stakeholder confidence.*
- *It seems constrained, which is the best approach in this environment.*
- *It seems to be balanced and contained.*
- *Striving to reduce the distribution costs for all customers is commendable.*
- *Happy with it. Meet's community expectations.*
- good
- Fair
- Nothing to add
- Reasonable.

- Possible
- FAir but things are getting more expensive
- Very happy to hear that that efficiencies realised through the transformation program led to significant op ex underspend and price benefits to customers.
- It's good
- Updating the customers with portal links, education on digitalised skill for the digital illiterate customers. The resilience and efficiency on the network in responding to outages are very favourable. The next regulatory period will see the increased rate of reducing carbon emission, provision of coping with prolonged power outages with alternative of battery equipment for cooking and portable gas operated cooker with gas cylinders.
- Good
- Should cut profit margins in order to save consumers money. This can be leveraged into providing for more consumers
- Satisfactory.
- It will be expected to be keep on target.

6.2 Concerns and expectations not accounted for in the forecast

In response to the question – **Are there other concerns or expectations that we have failed to account for in our forecast?** – customers and stakeholders provided the below verbatim feedback.

- good
- No, I think everything is broadly covered.
- Nil.
- Climate change. More needs to be done now. Tree maintenance.
- Would be happy if you invest more in advancing technology or infrastructure to last rather than repair old again
- All concerns covered
- I don't want too much money wasted on ICT AI stuff when it's still evolving so quickly and will quickly become obsolete and wasted consultancy money.
- Sight impaired an deaf an perhaps those that can't read an write
- Not that I can see.
- No
- The energy sector is subject to evolving regulations and policies. It would be prudent to anticipate potential regulatory changes that could impact operational costs or compliance requirements. Incorporating flexibility to adapt to new regulations or incentives could enhance the robustness of the forecast. Rapid advancements in technology can impact both costs and opportunities. Ensuring that the forecast considers potential breakthroughs or shifts in technology, such as smart grid technologies, artificial intelligence, or renewable energy innovations, can help in staying ahead of industry trends.
- No
- no
- n/a see comments on addendum
- No concern.

- n/a
- *I'm interested in disaster planning and planning around things like a global pandemic*
- *Not that I can think of.*
- *No*
- *No*
- *think you covered them all*
- *No*
- *No*
- *I don't believe so.*
- *No*
- *HOw is inflatuion managed*
- *Rather than spending a lot of money on information published on Jemena's website, which is a place most people wouldn't think to look, Jemena could provide that same customer advice to government or to the regulator so that customers can find consolidated information from a trusted government source.*
- *None that I can identify*
- *How is the 2% reduction charges in distribution services going to be shown in our bills. It would be much appreciated if the reduction can be applied in winter time when the consumption of the energy is the greatest.*
- *Not sure*
- *When coal has been eliminated that customers will continue to have a reliable electricity service during peak demand.*
- *None*

6.3 Suggestions on forecast operating expenditure

Customer and stakeholder feedback

In response to the question – **Do you have other suggestions in relation to our forecast operating expenditure for the next regulatory period?** – customers and stakeholders provided the below verbatim feedback.

- *good*
- *No it looks good.*
- *So long as raw building materials has been factored into capital works.*
- *As above. And have a student or apprenticeship placement budget. Local community Members benefit from work experience, while you benefit from a lower cost worker, but also a pool of future potential employees*
- *No further suggestions.*
- *opex per customer is a good, easy to understand metric.*
- *Only that we need to do what is agreed to stay connected an community we need to take on the journey with you an local councils can play more of role in partnership with you*
- *No*
- *No*

- *Develop comprehensive risk mitigation plans for potential uncertainties, such as economic fluctuations, regulatory changes, or operational disruptions. Allocating contingency funds and having risk management strategies in place can help in managing unexpected challenges.*
- *Wondering if renewable energy will keep the lights on during high energy demands.*
- *no*
- *n/a see comments on addendum*
- *Would be great to consider the evolution of AI and the opportunities it might bring for the businesses and their customers.*
- *n/a*
- *No*
- *No*
- *No*
- *no*
- *No*
- *No*
- *I do not*
- *No*
- *More explanation on the increase on costs going up*
- *No*
- *Talks on the usage of electric vehicles and the safety. Provision of research data on the death toll on the usage of electric and non- electric cars.*
- *Good*
- *No*
- *None.*

7. Incentive schemes

The Incentive Schemes Chapter (chapter seven) outlines the approach to incentive schemes for the next regulatory period.

7.1 New connections being included under CESS

In response to the question – **What do you think about new connections being included under the current capital expenditure sharing scheme (CESS)?** – customers and stakeholders provided the below verbatim feedback.

- *I think this innovation is smart and necessary for customers to be rewarded for helping the grid.*
- *It'd be worth testing for feasibility, and adjusted in future depending on assessment of the outcome.*
- *Fine*
- *I read it. I'm not understanding it because the lingo is not my comfort zone. So I can't comment*
- *I believe that including new connections under the current Capital Expenditure Sharing Scheme (CESS) is a positive step. It aligns with the broader goals of promoting efficiency and accountability in capital investments. By incorporating new connections, the scheme can incentivize cost-effective infrastructure expansion while ensuring that expenditure is optimized. This approach not only supports growth but also balances financial prudence with operational effectiveness.*
- *I don't think an essential service provider should need penalties/awards to incentivise them to serve the community most effectively. But if that's what is needed, I suppose?*
- *New connected should be underground to prevent outages*
- *Agree it is difficult to forecast new connections with certainty over the next period.*
- *I needed to be included*
- *Including new connections under the CESS could align well with the scheme's objectives, which aim to incentivize efficient capital expenditure and reward cost-effective performance. If new connections are managed efficiently, this could potentially reduce overall costs and improve service delivery.*
- *Expensive*
- *unsure*
- *n/a see comments on addendum*
- *PErfect*
- *While it seems reasonable, I can't imagine many people seeing it as a high priority unless it is tied to lower distribution costs.*
- *I'm not clear what this entails.*
- *It sounds fair. Rewarding customers by being more efficient is a great idea.*
- *It's fair*
- *dont like it*
- *It is fair to exclude new connections from CESS.*
- *If this is outside of your control, then I agree with it being removed from the incentive. But if its removed from the incentive, given there's no competition, is there a way to ensure that new connections are being done as cost effectively and efficiently as possible?*
- *I approve.*
- *Needed*

- *understand, new way forward*
- *It's good*
- *It gives more strength and support in the long term . It needs to be closely monitored to check the viability.*
- *Good*
- *Satisfactory.*
- *That's a great incentive opportunity for all parties to take advantage of*

7.2 Excluding new connections volumes from CESS

In response to the question – **What are your views on our proposal to exclude new connections volumes from the CESS, AND calculate the CESS using the same method to calculate the other elements of the building block approach?** – customers and stakeholders provided the below verbatim feedback

- *good*
- *I think this is a fair approach.*
- *It needs to be tested in order to make a value judgement, the subsequent thoughts pertaining to the model are too soon to call.*
- *Fine*
- *As above*
- *I have concerns about this approach. Excluding new connections may reduce the incentive for efficient capital investment in this critical area, potentially leading to inefficiencies or cost overruns that could impact long-term growth. Including new connections under the CESS encourages accountability and ensures that capital is allocated efficiently across all areas. Additionally, applying the same method used for other building block elements might overlook the unique challenges and unpredictability associated with new connections. I believe a more tailored approach would better address these issues and ensure that all capital expenditure is managed effectively.*
- *I am really not understanding this section well enough to comment, and have to just trust that Jemina has my best interests at heart.*
- *We need to pay accordingly to developing an capacity of capital works*
- *Seem reasonable, but I'm not an expert.*
- *I have no thoughts for or against*
- *Excluding new connections from the CESS might impact the incentives for expanding and upgrading infrastructure. Without the potential for sharing savings from new connections, there might be less motivation to optimize investment in network expansion. It is essential to evaluate whether this exclusion could impact the pace of network development or customer service.*
- *Reasonable*
- *n/a see comments on addendum*
- *I am happy with the approach.*
- *Probably a preferable path*
- *No comment.*
- *Is this a form a creative accounting? The expenditure associated with new connections has to be accounted for somewhere. By removing it from the CESS, does this remove accountability? It seems it is an error in forecasting, can you use the past as a guide for the future? Over -forecast then under deliver.*
- *It's a fair outcome*

- good idea
- Both are fair.
- *With my limited understanding on the incentive model, it would make sense to exclude items that have inaccurate forecasts. Does the current model encourage you to overestimate, which would then mean an increase in cost collected to give you a greater likelihood of meeting the incentive?*
- *A well founded proposal. I think it will lead to the desired results of many.*
- Good
- *No technical opinion*
- *t's fine*
- *How about starting the new connection with small volume to check the feasibility in short term and it can be excluded if necessary. It is worth trying out if the same method of calculation was effective.*
- Good
- *Satisfactory.*
- *The exclusion of new connections will force demand to grow and the new building block elements increase the volume of future connections in new areas.*

7.3 Proposed customer service incentive scheme

In response to the question – **What do you think about our proposed Customer Service Incentive Scheme (CSIS) measure and weightings?** – customers and stakeholders provided the below verbatim feedback.

- good
- *This is a good idea.*
- *I trust the maths has been worked out, as accounting is not my strong suit to hold a strong opinion of the numbers.*
- *This needs to be on our bills, otherwise how do we even know it's occurring?*
- *I think they are fine. I'm glad you have one in place. It does seem like you actually take customer views and time and effort in this space.*
- *While I appreciate the effort put into developing this scheme, I have some reservations. The current measures and weightings may not fully capture the broader aspects of customer satisfaction, particularly in areas like long-term engagement, customer with solar and service reliability, which are crucial to customer experience. Additionally, the weightings seem to place disproportionate emphasis on certain metrics, which might skew the overall effectiveness of the scheme. A more balanced approach, with revised weightings and consideration for additional customer service factors, could better align the scheme with the holistic customer experience.*
- *Again, I don't personally believe that an essential service provider should need penalties/awards to incentivise them to serve the community most effectively. That said, with customer service, it is most important to be taking care of the actual lowest level employees (financially, mental and physical health, etc). - so if the money goes to them directly I'd be happy with that.*
- *Meets the criteria of supply an demand I feel*
- Good idea
- *All areas look to be considered from my point of view*
- *The proposed CSIS measures should ideally align with key customer priorities and concerns. Ensuring that the metrics reflect aspects of service that customers value most, such as reliability, responsiveness, and satisfaction, is crucial for the scheme's effectiveness.*
- OK

- *I find it hard to objectively understand all of this information.*
- *n/a see comments on addendum*
- *It is fair.*
- *Unsure to be honest, will need some more time to digest it.*
- *I think incentives of any kind are good.*
- *The more the merrier. Customer satisfaction needs to be measured.*
- *Agree*
- *hpefully it will give good results*
- *I don't have strong opinions on this.*
- *I like the CSIS measure. Not sure the weightings are right though (especially unplanned outages). Would this be fair for all providers given the disproportionate impact of extreme weather events across the state and what that would mean for the different providers? Would be great to also use this to encourage and reward the skill/resource sharing across providers - so everyone benefits by minimising any customer impact.*
- *I approve.*
- *Moderate*
- *fair but agin technical*
- *The current customer service metrics are outdated, but even without better metrics and incentive schemes, Jemena does much better on customer service than retail businesses that have much higher need manage customer enquiries and complaints. This means that improvements customer service wouldn't make that much difference to me as a customer who is much more likely to have a problem with my retailer than a problem with Jemena.*
- *Good*
- *The customers are always on the look-out for the cheaper rate in comparison with other retailers and they may move to live in other suburbs if other provider has better Incentive Scheme, measure and weightings. The CSIS may be presented well initially but the rising cost in the long term will put the customers off.*
- *Good*
- *Satisfactory.*
- *They are substantial better than requirwd*

7.4 CSIS measures

In response to the question – **Do you have other suggestions on what CSIS measures are important for you?** – customers and stakeholders provided the below verbatim feedback.

- *good*
- *No not really.*
- *Nil.*
- *So far they haven't effected me as I never knew they occurred.*
- *Important to me- reach a broad community. Including aged and non English speaking. Which ichthyologist make a bit of effort but tight be the most disadvantaged or in need of support. What they think is important to know. Not just reaching feedback from those that can easier help them selves.*
- *No further suggestions.*
- *N/A*
- *Keep engaged in community an customer reviews an voices is critical to success*
- *No*
- *No*
- *Track how quickly customer inquiries and complaints are acknowledged and resolved. Timely responses are critical for maintaining customer trust and satisfaction. Monitor the reliability and uptime of key services and infrastructure. Service interruptions or outages can significantly impact customer satisfaction, making this a crucial measure.*
- *No*
- *no*
- *n/a see comments on addendum*
- *It is aligned with my expectations.*
- *No*
- *Engaging with customers through their bill. Measure this by offering a link on their bill where they can access Jemena communications. Count the number of hits to this link. Conversely, offer another link via other forms of communication and compare the number of hits with the link on the bill.*
- *No*
- *no suggestions*
- *No*
- *Given part of the plan is about changing customer's behaviour and usage of power to use the solar peak, and given the knowledge Jemena has through the smart meters and the planned portal, it would be good to see a measure developed that shows customers shifting their energy usage to middle of the day. Obviously the targets need to reflect that this isn't possible for every customer.*
- *I do not.*
- *No*
- *as per above*
- *While there is a fairness argument that "expenditure incurred for reasons beyond our reasonable control should not be included in the efficiency assessment of incentive schemes," the counter argument is that all such unexpected problems have an easy, expensive solution and a cheaper solution that requires more creativity and effort. I want Jemena to be incentivised to find the most cost-effective solution even to problems that are not its fault or within its reasonable control.*

- No
- *The cost should be below the rising cost of the living expenses and inflation in view of the ageing population.*
- No
- No
- None

8. Revenue requirement

The Revenue requirement Chapter (chapter eight) outlines the revenue requirements, price impacts and what it means for customers.

8.1 Balancing customer expectations on affordability

In response to the question – **Overall, do you consider that our forecast revenue requirement strikes the balance between our customers' expectations on affordability and prioritising investments that will help us improve and maintain network reliability and resilience, accommodate forecast export from customer energy resources and provide ongoing service excellence to our customers?** – customers and stakeholders provided the below verbatim feedback.

- Good
- *Yes I think a good balance is struck here, I think it is very important to listen to small business customers about affordability but continue to make changes that benefit the network overall.*
- *Yes, the brief is conveyed in a fashion that leads me to trust in the judgement of the panel behind the weighting of the various factors involved in divvying up the allocations of priorities.*
- *2% saving to customers is pretty poor.*
- *Yes I do*
- *Yes, I believe it's a balanced forecast.*
- *Not really, but Jemina is a business at the end of the day.*
- *Yes I do we have to just keep community information flowing so they are not alarmed in the process an delivery of supply an demand design*
- *Yes*
- *I hope so. I think so as far as can be predicted with what we know.*
- *Ongoing investments in service excellence, including customer service improvements, technology upgrades, and operational efficiencies, are important for maintaining high standards of service. The forecast should balance these investments with affordability to ensure that customers continue to receive quality service without excessive cost increases. Also, it is important that the forecast revenue requirement is transparent and well-justified. Clear explanations of how the revenue requirement supports investment priorities and addresses customer needs can help build trust and understanding. Providing detailed breakdowns of how funds will be allocated can also enhance transparency.*
- *Reasonable*
- *Yes*
- *n/a see comments on addendum*
- *It is all for the benefit of customers and I am happy with your considerations.*
- *Without a detailed breakdown and comparison between other local providers and international providers of similar sizes with the attributes of networks together, I am going to have to trust you on this one.*
- *An ordinary customer such as myself can't really comment on such a complex issue.*
- *Yes, I do.*
- *Yes it does, nice balance*
- *yes i do*
- *My only complaint is that reliability is overemphasised.*
- *yes*

- *I believe it does to the best of its ability.*
- *Not sure*
- *fair and reasonable*
- *"Jemena is not doing its best to prioritise affordability if its revenue requirement is increasing 20 per cent.*
- *CPI price increases hurt those on low incomes who are less able to cut back on discretionary spending or fall back on savings, and whose incomes are not increasing with CPI. This includes many people with disabilities who have fewer job opportunities, who need to take unpaid sick leave more often, and who spend significant amounts of disposable income on medications and treatments."*
- *On the balance, yes*
- *Customers need to be updated with the affordability and prioritising investments to understand the need to strike the balance and bearing in mind of the inflation.*
- *Yes, I feel it does*
- *Yes*
- *Yes*
- *It will be of value to all customers and a benefit to productivity and cost savings across the energy sector.*

8.2 Views or suggestions on forecast revenue requirement

In response to the question – **Do you have other views or suggestions in relation to our forecast revenue requirement?** – customers and stakeholders provided the below verbatim feedback.

- *No I like the look of it.*
- *Nil.*
- *Happy if a little bit more is charged to make a future difference. Im a believer in quality requires investment. Don't wait for prices to drop to invest. They won't drop until you do invest and take the plunge anyway.*
- *No further suggestions.*
- *N/A*
- *No just communication is key to engagement*
- *No*
- *No*
- *Conduct a thorough cost-benefit analysis for major investment projects included in the forecast. This analysis should assess both the short-term and long-term benefits and costs to ensure that each investment provides value for money and aligns with strategic objectives.*
- *No*
- *no*
- *n/a see comments on addendum*
- *it is very comprehensive with a strong customer-focused approach.*
- *No*
- *No*
- *No*
- *no suggestions*
- *No*
- *no*
- *I do not.*
- *No*
- *No*
- *No*
- *The revenue requirements can be forecasted in conjunction with government pension scheme, government and non-government organization in view of the customers' incomes.*
- *No*
- *No*
- *None.*

9. Tariffs and charges

The Tariffs and charges Chapter (chapter nine) outlines the proposed changes to tariff structures and the introduction of new tariffs.

9.1 Changes would you like to see to residential, small business or large business tariffs

In response to the question – **What changes would you like to see to residential, small business or large business tariffs?** – customers and stakeholders provided the below verbatim feedback.

- *I am not sure, I think it looks fair and equitable and that is what is most important.*
- *Nil.*
- *The tariff you are selling to the retailers needs to be very publicly stated and published on each bill, website etc. We have no choice in using Jemena so this needs to be open to make choice of retailers effective to the customer.*
- *"Changes to solar off peak export tariff. This seems unfair. Government has incentivised and encouraged solar uptake. And now it is de incentivised. I know people not considering solar panels if thos tariff goes ahead. It is not the rightessege.*
- *Large businesses incentivise to get solar and battery together, or battery on large roofing/space, by not charging a tariff, but by giving a discount. If that means raising the general tariff for all over all then that os fine, this would then present as a incentive, rather than a disincentive. And not harm anyone else's bill."*
- *As residential customer, I would only comment on residential tariffs, I would like to see more tiered options that better reflect energy usage patterns, encouraging energy efficiency while offering affordable rates for lower usage households. This could help balance cost pressures and reward consumers for adopting energy-saving practices.*
- *Charge the data centres more - though additional tariffs or whatever - they are hogging the resources and killing the planet and should not be incentivised to join our community in any way.*
- *More support poured in by the data hubs an corporate organisations to support community infrastructure so that they get promotion but at the cost of support in local infrastructure for community*
- *None*
- *It would be good to see people who have invested in solar not having to fork extra for those who haven't made the investment*
- *Implement or expand time-of-use (TOU) pricing to reflect the varying costs of providing electricity at different times of the day. This approach can encourage customers to shift their usage to off-peak times, reducing overall demand and helping to manage grid loads more efficiently. Introduce dynamic pricing models that adjust rates based on real-time supply and demand conditions. This can help to provide price signals that encourage energy conservation during peak periods and reduce pressure on the grid.*
- *Affordable charges. Concessions for pensions.*
- *Need to ensure Jemena supports the electrification transition, including with a focus on customers and their energy resources*
- *tariffs to support cable bundling at scale to end cable pruning.*
- *Tariffs to encourage self consumption would be great but also include renters in these schemes.*
- *Obviously concessions for people on low incomes are paramount.*
- *Ensuring that Jemena's price incentives are passed on to customers is imperative.*

- Leave as is
- easy to understand
- Tariffs need to strongly incentivise flexible energy consumption to maximise efficient use of excess solar PV generation. Flexibility is a huge advantage in a variable renewable generation future, begin the innovation process now.
- No further changes - but it would be nice if this was what was passed on to customers and not changed / adjusted by the retailers.
- Balance.
- Better solar tariffs
- "Rooftop solar is a glaring example of subsidising upper-middle class households through higher prices for those who can't afford solar panels, or who rent or live in apartments. It's not Jemena's job to incentivise rooftop solar. The proposed tariff changes are both fair and improve incentives for customers to manage peak demand. Tariffs that incentivise customers to reduce the peaks and troughs of their usage (such as by running large appliances in the middle of the day) will help keep prices low into the future. However, I'm disappointed that people on default offers (such as those in embedded networks) won't be able to benefit from variable pricing improvements.
- Jemena doesn't have control over all aspects of the electricity supply chain, but as a monopoly provider, Jemena is in a position to put pressure on retail businesses to pass on price cuts."
- Cheaper tariffs
- The feed-in tariff from the Solar grid should not phase out because this is the incentive for the customers to install Solar power. In my case, if I don't use the Power from the grid, it will be wasted because I can't afford to install the battery storage for the Energy..
- Cheaper residential bills
- A decrease where possible
- Keep tariffs for residential customers to a minimum.
- Maybe look at a 5- 10 year plan to grow our business benefits and savings through tariffs.
- **(duplicated from the Future Network Strategy section)** The current proposal to charging residents who have solar panels (but not solar batteries) and therefore have no option except to export excess power into the grid is directly opposes the green initiatives, the monetary reasons and the sustainable future incentives for getting solar panels. This proposal is extremely unreasonable.

The cost of getting Solar Batteries at present is out of reach for many Australians (particularly with the cost of living crisis in place) and the government rebates are not supportive enough for households to be able to afford the commodity. Therefore, the proposal to charge residents who are contributing to a greener, clearer and more sustainable future, punishes those who have taken out loans in order to do so over the past (up to 7 years).

Whilst I could understand a proposal whereby residents are no longer provided a feed in tariff for the supply of energy to the grid, to charge residents for something that they have already got installed and loans for and now can't simply turn off contradicts the intention of a sustainable future and is a completely unreasonable burden onto the residents who have incurred the financial costs to do so.

The only reasonable alternative to this barbaric proposal are; 1) that the feed in tariff be removed (without a penalty cost being applied), 2) to assist in means by which existing solar panel owners can attain cost effective and suitable batteries or 3) reduce the volume of energy that is produced by non-renewable resources to reduce the oversupply issue within the grid and make a significant contribution to the sustainable energy future.

9.2 Understanding large business tariffs

In response to the question - **Which parts of our large business tariffs are the hardest to understand?** – customers and stakeholders provided the below verbatim feedback.

- *I'm not sure I understand the community battery tariff.*
- *It's less about understanding it, rather than finding it difficult to relate to, in the eyes of a residential consumer.*
- *It all seems OK to me to understand*
- *From my perspective, the most challenging aspects of large business tariffs are typically the complexity of demand charges and time-of-use pricing. Demand charges, in particular, can be difficult for businesses to fully grasp, as they are often based on peak usage over short periods, leading to unpredictable costs. Additionally, the structure around time-of-use rates, especially when paired with seasonal variations, can add another layer of confusion, making it harder for businesses to plan and budget their energy expenses effectively. Simplifying these components or providing clearer explanations and tools to help businesses forecast and manage these costs could make a significant difference.*
- *Nothing to me?*
- *No I found it ok to understand*
- *Not relevant to me.*
- *It's all relatively simple to understand*
- *Capacity reservation charges can be confusing, especially if they involve complex rules for securing and using capacity. Simplify the explanation of how capacity reservation charges work and what they cover. Develop interactive tools or resources to help businesses understand how different levels of capacity impact their charges.*
- *Most of it.*
- *transitional tariffs, but I read that they are going to be removed*
- *n/a see comments on addendum*
- *Customer behaviour.*
- *N/A*
- *The simplification of large business tariffs is understandable.*
- *Peak times*
- *they are your largest customers and have special needs compared to other customers so their tariffs will be different*
- *None*
- *Not applicable*
- *A larger portion of it, but i've no stake in the outcome of the large business tariffs as a residential customer.*
- *Solar inputs*
- *Not sure*
- *Hospitals, schools and Industries.*
- *They were not hard to understand*
- *Most tariffs.*
- *None.*

9.3 Alternative tariff structures

In response to the question – **What are alternative tariff structures that would work for customers, especially in large business tariff categories?** – customers and stakeholders provided the below verbatim feedback.

- *I am not sure how I would approach tariffs differently.*
- *This requires more time to ponder than the time given to complete this task.*
- *Perhaps rather, redirecting solar export, to local businesses to uptake that in peak export times would be better use of that than sending it to the grid and back. An infrastructure investment but one that could be costed and agreed upon by large businesses that want to be greener. Jena have the data to cost that, saving and investment in infrastructure required to enable it, and thus can work in a new way for the future. A proper network like a spiders Web, rather than directly just working in back and forward old skool fashion, energy just back and forward through the same line. You have more control available in your hands but you don't use it to your or the communities advantage. It is a win win*
- *Please see answer for above question.*
- *Again, there should be financial punishments for these big guys moving in - and should be charged accordingly.*
- *Corporate an community information flowing hand in hand for them to support you in local supply in outages by offering infrastructure from there side of supply of there services*
- *Not relevant to me*
- *None I can think of*
- *TOU pricing helps manage grid demand by incentivizing usage during off-peak times. Can reduce costs for businesses that shift their energy use to lower-cost periods.*
- *Not sure.*
- *unsure*
- *n/a see comments on addendum*
- *Destination EV charging stations for large business tariffs can be a solution.*
- *N/A*
- *I don't know.*
- *None*
- *none*
- *I don't have anything to add*
- *Not applicable*
- *I'm not sure.*
- *Unsure on options*
- *I do not know*
- *The charges should be higher for large profitable, private business to strike the balance for the Residential customers.*
- *Not sure*
- *Not sure.*
- *None.'*

10. Smart metering

The Smart metering Chapter (chapter ten) outlines the smart metering services in the next regulatory period and total revenue requirement to deliver them.

10.1 Approach to meter replacement

In response to the question – **What do you think about our proposed approach to meter replacement in the next regulatory period?** – customers and stakeholders provided the below verbatim feedback.

- *I think this is a great and very necessary step for improving the network into the future.*
- *It very much sounds like an acceptable and generous approach to take, it is well received.*
- *Again a cost to the customer. A waste, meters should have a much longer lifespan with future proofing built into them.*
- *Good*
- *I see significant benefits in this initiative, including improved accuracy in billing, enhanced data collection, and the potential for better customer service through real-time monitoring and reporting. However, it's crucial to ensure that the implementation plan addresses potential challenges such as the initial costs, integration with existing systems, and customer education on the new technology. Additionally, a clear strategy for managing and mitigating any disruptions during the transition phase would be important.*
- *Glad you're replacing the dated ones, glad the overall cost of the project is going down.*
- *It meets the needs of consumer an consumption*
- *Not relevant to Victoria.*
- *I do wonder if it's absolutely necessary and I wonder at what rate this would be implemented. Would it be as they need to be replaced or all replaced at the same time?*
- *Origin acknowledges the compliant need for inspection and aged replacement. We support Jemena's approach to extend the technical lives of the meters to get the most out of them. We would appreciate more context to explain what Jemena do and parameters used to extend the lives of the meter.*
- *Provide a detailed breakdown of the costs associated with meter replacement, including procurement, installation, and maintenance. Outline how these costs will be funded and whether there are any potential impacts on customer bills. Transparency in cost allocation will help in building trust and understanding.*
- *Affordable.*
- *Appropriate*
- *n/a see comments on addendum*
- *Great approach.*
- *Reasonable approach*
- *I think it's good, so long as the technology is user friendly for baby-boomers like me.*
- *Approve.*
- *It's a good idea*
- *good*
- *It was mandated*
- *No issue*
- *It's important to keep up with technological growth.*

- *is this needed? could minimise costs*
- *It's fine*
- *It will change the behaviour of the usage of energy, more conscious of the usage in peak and non-peak hours. Made to be more aware of the equipment that can accommodate the low usage of energy. Please provide the informations/ talk about the smart meter reading.*
- *Good*
- *Too expensive for some customers.*
- *That's a great proposal also.*

10.2 Metering services

In response to the question – **Do you have other concerns about our metering services that you want us to address?** – customers and stakeholders provided the below verbatim feedback.

- *Just making sure it is reliable and accurate so customers are not ripped off.*
- *So long as the back-end technological support infrastructure is planned-out, it should do what it is intended to, with beneficial results anticipated.*
- *No, happy for you to use the Intel to better the network. Cover security is being invested in so im happy and not concerned*
- *Yes, I have a few additional concerns regarding metering services that I believe should be addressed. First, ensuring robust data security for smart meters is crucial to protect customer information from potential breaches. Second, the reliability and accuracy of the new meters should be thoroughly validated to prevent billing discrepancies and customer disputes. Additionally, providing clear and accessible support for customers who may encounter issues with the new technology will be important for maintaining trust and satisfaction. Lastly, a well-defined plan for ongoing maintenance and updates of the smart meters will help ensure their long-term effectiveness and reliability.*
- *As these meters age out and customers may not be first on the list for a replacement, please focus on streamlining the process of disputing a charge/questioning a meter reading etc. We know its coming, why wait and have*
- *No only that they must allow options for community*
- *No*
- *No*
- *"Whilst Jemena have forecasted the volume of AMI replacement over the regulatory period, it is imperative that retailers are engaged to assist in managing the customer experience.*
- *It would be beneficial to understand sites to be replaced over the 5 year period. ie. Metering Replacement Rollout Plan"*
- *Implement regular accuracy checks and calibration procedures for all metering devices. Provide customers with information on how often meters are calibrated and the steps taken to ensure accuracy. Enhance data security measures and ensure compliance with relevant data protection regulations. Provide customers with clear information about how their data is protected and used.*
- *Worried about expense*
- *no*
- *n/a see comments on addendum*
- *No concern.*
- *No*
- *No*

- *No*
- *no*
- *No*
- *No*
- *I do not.*
- *how to we reduce meter costs*
- *No*
- *Education on reading the meter and its functions.*
- *Not sure*
- *Keeping costs to a minimum.*
- *None.*

11. Other services

The Other services Chapter (chapter eleven) outlines services including alternative control services other than smart metering services, public lighting and ancillary services.

11.1 Supply constraints on legacy public lighting types

In response to the question – **Should we consider any other approaches to managing supply constraints on legacy public lighting types?** – customers and stakeholders provided the below verbatim feedback.

- *Not really I don't think.*
- *Asset replacement plans if not already considered.*
- *Light sensors in areas that don't need lights on all night. Eg parks where lights come on as people walk past them.*
- *If in 3rd world countries they can power things by using urine, surely we can power our lights more sustainably. Be inventive here make it an innovation story with a difference.*
- *I don't honestly have much thoughts on this topic.*
- *No, this really isn't a priority where more should be spent.*
- *Yes stay up to date with other global trends an costs to do so stay ahead of the changes global in best interests of Australia*
- *Be adaptable for new technologies that might be developed.*
- *No*
- *Implement smart lighting systems that incorporate sensors, controls, and connectivity to optimize lighting use. Use a combination of legacy and modern lighting technologies to manage supply constraints and optimize performance.*
- *No. Public lighting provides safety for the community.*
- *Not at this time.*
- *n/a see comments on addendum*
- *The current approach is perfect*
- *Constraining retail from utilising electricity at night so much.*
- *I don't understand your question.*
- *Upgrading is efficient over the long term.*
- *No*
- *replacing old tech lighting is good for more up to date lighting more cost and power lowering*
- *No comment*
- *No*
- *Potentially, but none i've readily available at the forefront of my mind.*
- *Non that I am aware*
- *Not that I can identify*
- *The Street lighting at Viewbank is poor, the visibility at night does not encourage night driving especially for the elderly.*
- *Not sure*

- *Public lighting is essential for customer safety.*
- *Maybe consult all relevant council and state parties to develop solar and or wind power to these public services*

11.2 Public lighting program

In response to the question – **Are there other factors that we need to consider in our public lighting program for the next regulatory period?** – customers and stakeholders provided the below verbatim feedback.

- *No I like that costs will be flattened over the long term.*
- *Nil.*
- *More efficient lighting*
- *Many streets have lights out. Im sure the lyrics are not reported because no one wants a massive light shining in their house and disturbing their sleep. Perhaps put a shade on one side of those lights so that doesn't happen a different design to shine just on the roads. Perhaps the light design is out dated*
- *Minimise the overhead wiring to maximise the canopy coverage to allow for maximum shading of public areas.*
- *Not really any other factors I can think of.*
- *Keep it cheap and effective - no need for any expensive smart city streetlight tech out here in the suburbs. As long as they turn on when its dark, off when its light. Maybe add a button for if there's a big storm midday? New LEDS sound good, the less light pollution the better.*
- *No solar an trends of global trends*
- *not sure*
- *Not that I can think of*
- *Assess the environmental impact of public lighting, including energy consumption, light pollution, and ecological effects, and also conduct a thorough cost-benefit analysis to evaluate the financial implications of different lighting options.*
- *Solar lights for public lighting*
- *Not that I know of, but Jemena should be ready to respond to emerging needs.*
- *n/a see comments on addendum*
- *The current approach is perfect with a focus on efficient lightings*
- *Not sure.*
- *No*
- *No*
- *coevered it well*
- *No comment*
- *Not that I'm aware*
- *Nothing that isn't already being considered.*
- *Non that I am aware*
- *None that I can identify*
- *With the digital and technological efficiency, the street lighting should be more manageable in power outage that affect Street lights. Would the faults in Street light be reported to Jemena?*
- *Not sure*
- *Quickly replacing globes to maintain public safety at night.*
- *None.*

11.3 Public lighting trial funding

In response to the question - **Should Jemena seek public lighting trial funding through the price reset process to explore implementing new technologies?** – customers and stakeholders provided the below verbatim feedback.

- *Yes that is a good idea.*
- *Yes, it would seem wise to do so.*
- *Yes, and collaborate with universities and publish findings.*
- *Yes, may be you should*
- *No - not a priority.*
- *Yes council an states an corporate*
- *yes*
- *I think it should be considered*
- *New technologies, such as advanced LED systems, smart lighting, and IoT integrations, require trial phases to assess their effectiveness, cost, and impact on public lighting infrastructure. Trial funding will allow Jemena to pilot these technologies and determine their feasibility before wider implementation.*
- *Yes*
- *Yes*
- *n/a see comments on addendum*
- *That would be great*
- *Absolutely, exploration of new technologies will be vital in the future for Jemena to remain competitive and have the agility to expand its market.*
- *Don't understand the question.*
- *Y e s*
- *No*
- *yes*
- *Yes*
- *No*
- *Possibly.*
- *Non that I am aware*
- *Yes*
- *It would be a very good idea. On the whole the Street lightings are very poor in most suburbs and I am sure this is one of the causes of road accidents*
- *Yes*
- *Yes*
- *Yes definitely.*

12. Network Resilience Addendum

The Network Resilience Addendum which outlines the approach to resilience, including responding to the Victorian Government Network Outage Review and Panel Recommendation.

12.1 How we are responding to Independent Panel recommendations

In response to the question - **Do you have any feedback on the Network Resilience Addendum and how we are responding to the Independent Panel's recommendations?** – customers and stakeholders provided the below verbatim feedback.

- *I think all my feedback is positive. It is great to see the recommendations taken so seriously and commitments are being made to make positive changes that improve the business and customer experience.*
- *Given to thoroughness of the existing proposal, there is high confidence that it ought to be well-received without much further need to expand on it until official feedback is taken.*
- *"Glad there is some mention of community batteries and not ignored totally in the recommendations.*
- *I think perhaps there was no mention other than a two way back and forth style of energy transmission. Perhaps energy can be redirected and repurposed elsewhere if a customer prefers from solar export to another customer that can use it. Currently there is no choice because of infrastructure is not there. But an alternative could be offered. Energy companies are the ones offering money to redistribute the solar, but they don't own it, why don't you jemena offer to export it to a local hospital or big business, at least trial that as a potential future solution as opposed to the one version of options available now.*
- *I don't see future proofing for loss of customers.*
- *Electrical cars, I think it will explode in the next 5 years but then decrease and revert back, because if negative experience with not enough infrastructure to support peoples journeys on the road. Not enough chargers on streets. Could be on residential streets just like those hire cars have a parking spot on many streets, charging spots should be put in everywhere. Otherwise I think of we don't go with it, it will Fizzle like a vhs."*
- *Thank you for sharing the Network Resilience Addendum and detailing how you are addressing the Independent Panel's recommendations. I appreciate the comprehensive approach taken to enhance network resilience. The steps outlined demonstrate a clear commitment to addressing key concerns and improving system robustness. However, I have a few observations. It would be beneficial to see more detailed plans on how specific recommendations will be implemented and monitored, including timelines and performance metrics.*
- *Glad to see consideration of recommendations. This whole process is very transparent and agile.*
- *No I think it's on point and well articulated to deliver the outcome as agreed*
- *Ensure that the Addendum provides clear and detailed information on the specific resilience measures being proposed. This includes the types of investments, technology upgrades, and procedural changes that will be implemented. Confirm that the Addendum directly addresses the key recommendations made by the Independent Panel. Each recommendation should be linked to specific actions and outcomes in the Addendum.*
- *All good- great to see Jemena is working on the network resilience.*
- *balanced is the way to go*
- *No further feedback*

- *My only feedback is that of approval.*
- *"Increased resilience above current levels is expensive and unnecessary. Recent extreme weather events have proved that the Jemina network is exposed to lower risk than other networks. Lower risk should translate to lower prices for customers.*
- *No investment option should be called 'no additional investment'.*
- *Targeted investment does not lead to unfair benefits to certain locations. The households in the targeted areas are not getting higher service levels than other households in low risk areas, rather, targeted investment is about equalising service levels across the board. If additional investment is mandated by government, I would support a targeted investment approach."*
- *The power outage had proved the Efficiency and Resilience on the Network. A few times when I contacted Jemina with regards to the outage and was told it will take 3 hrs to resolve but the power was reconnected within an hour, at other time, I received the message of the areas affected by the outage and resolved within an hour. Congratulations on the Network Efficiency and Resilience.*

12.2 Electric Line Clearance

In further response to the question on resilience, the below responses relate specifically to **Electric Line Clearance** as a part of our Network Resilience Addendum.

- This was followed up with separate submissions/correspondence on Electric Line Clearance as follows:
- *I work with a number of Councils through the Greening the West network and there's already a lot of difficulty in expanding street tree canopy for shade and amenity when strict cable pruning standards are applied. We note that your Network Resilience addendum includes acknowledgment of the expected rise in very hot days, and of the need to support community resilience through your operations. Heatwave vulnerability is aggravated by cable clearance requirements, as tree canopy becomes patchy and/or tree planting is limited to small species with limited shade. Accordingly I am writing to ask that your proposed expansion of the Hazard Tree Program to include areas at risk of windstorm does not include expanded tree pruning, and instead aims to fund aerial cable bundling and/or undergrounding so as to maintain network resilience while avoiding impacts to our struggling street trees. The very low cost of your proposed program (11c/customer/annum) suggests that more 'win-win' approaches to manage windstorm risk may also be relatively affordable when spread across the consumer base, even if they do cost more than lopping trees.*
- *"As a local government representative, I would like to highlight the impact of urban heat island (UHI) effects in areas with low canopy cover, particularly when considering vegetation management measures such as increased pruning. These areas, like our city with only 7.5% tree cover and extensive above-ground powerlines, are already highly vulnerable to extreme heat due to insufficient natural shading.*
- *Further pruning would significantly hinder our efforts to mitigate UHI, which is essential for community health. Instead, alternative strategies should be explored, such as undergrounding powerlines or exempting certain areas from aggressive pruning. Strengthening electricity infrastructure, rather than focusing on tree removal, would allow us to maintain vital canopy cover while ensuring safety.*
- *A one-size-fits-all approach to tree pruning should be avoided, especially in the western suburbs where dangerously low canopy levels pose increasing risks to public health. With rising temperatures, the need for tree cover to support a healthy and resilient community is more critical than ever.*

13. Submissions

A number of direct submissions on the draft plan were provided, which are outlined in the below table and attached in Appendix 1.

Contributor	Submission focus
Greening the West, Melton City Council & Greater Western Water	Electric Line Clearance requirements
Moonee Valley City Council	Electric Line Clearance requirements
Moonee Valley City Council	Electric Line Clearance requirements
Electric Vehicle Council	Proposed export tariff structure



GridTalk.com.au