

31 January 2025



Clare Savage
Chair
Australian Energy Regulator
23 Marcus Clarke Street
Canberra ACT 2601

Jemena Electricity
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Dear Ms Savage

Jemena Electricity Networks (Vic) Ltd: 2026-31 Electricity Distribution Price Review – Regulatory Proposal and Tariff Structure Statement

I am pleased to advise that following a comprehensive customer engagement program, Jemena Electricity Networks (Vic) Ltd (**JEN**) submits its 2026-31 Regulatory Proposal and Tariff Structure Statement (**Proposal**)¹ to the Australian Energy Regulator (**AER**). Our Proposal offers significant price savings for our network services, responds to our customers' growing expectations and addresses the challenges our business faces when transitioning the energy system towards renewable generation.

Throughout 2023 and 2024, we conducted a comprehensive customer engagement program to better understand our customers' preferences and service requirements. JEN pioneered the people's panel in its 2021-26 regulatory proposal, which many other network businesses have since adopted in preparing their regulatory proposals. In our drive to innovate further, we extended our People Panel process by pioneering the Customer Voice Groups. This has been an exciting development in customer engagement that helped us on our journey to gain deeper insights into our customer's preferences.

As part of this customer engagement process, we developed an early version of our Proposal in the form of a Draft Plan, on which we sought feedback from our customers. Their feedback was comprehensive and provided us with many challenges, particularly around addressing affordability concerns and cost-of-living pressures without compromising service levels. We believe that our proposal reflects the preferences of our customers.

In developing our Proposal, we also engaged with the Customer Challenge Panel, who participated in our customer engagement forums and provided feedback on our Draft Plan. We are thankful for their contribution to our customer engagement process and feedback, and we look forward to working with them in the remainder of this price review process.

During 2024, we participated in the AER's Structured Signal Pathway process, sharing early versions of our Proposal materials and details of our customer

¹ In accordance with clause 6.8.2 of the National Electricity Rules.

