Public Lighting Strategic Engagement with Local Councils – Phase 2

Research report prepared for
Essential Energy

June 2022

Woolcott Research and Engagement is an Australian privately owned research and engagement agency that provide professional, independent and timely market research and engagement services. Our professional staff arrange, undertake and publish commissioned research and community engagement projects for industry, corporations, governments, integration agencies and individuals.

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1. Executive Summary

1.1 Background

The Public Lighting Stakeholder Engagement Forums follow on from the Public Lighting Survey conducted by Woolcott Research and Engagement in April 2022 on behalf of Essential Energy. For the second online forum a total of n=18 councils participated in an active discussion facilitated by Woolcott Researchers. Small breakout rooms enabled further probing for details and opinions. The intention of the engagement was to collaborate with Local Councils to co-develop the regulatory proposal for the 2024-2029 regulatory period.

1.2 Research methodology

The second of these forums was held on Monday 30th May from 3pm – 5pm and was attended by n=18 Council staff, the AER and Essential Energy experts. The forum ran for 2 hours between 3-5 pm over the online platform, Zoom with Woolcott Research facilitating three breakout rooms. Sessions were recorded and then transcribed for detailed findings.

After an overview of the findings from Workshop 1 were presented, key objectives for the second forum were broken down into four discussion sessions:

- Introduction and principles playback
- Effective delivery of public lighting services
- Embrace new technologies and enable smart communities
- Transparent recovery of costs

Participants were also required to poll via Zoom on the five suggested technologies and state their council's position on adopting these options, together with a timeframe for implementation. The results of these polls were formatted into tables contained within this report to substantiate the qualitative findings from the breakout discussions.

1.3 Research findings

Key themes emerged for each of the four breakout sessions.

1.3.1 Introduction and playback session

For the introduction and principles playback, on the whole participants were supportive of the principles developed. They also thought that the following should be considered:

- Consistency of direction, particularly in terms of effective delivery of service and smart technology rollout
- Timely response within the effective delivery of service principle
- Communication was again identified as an issue, especially when it comes to resolving who owns which assets and when council members are new to the role and/or are time poor and challenged to fully focus on the streetlighting portfolio, however it was recognised that this is an on-going issue, rather than a principle for the public lighting submission.
- Cost is the key concern for most councils with effective service delivery ranked second

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1.3.2 Effective delivery of public lighting services

For the effective delivery of public lighting services there were favourable responses to the reduction times and recognition this could signal positive progress.

- Councils are happy with the reduction in glare shield installation times although it isn't a pressing issue for some councils
- The MCW model has support but councils would like more transparency through a detailed breakdown
- Some councils accept that they are responsible for the cost of the feasibility study, but other councils require more clarity
- There was not much conjecture or support for the non-standard approval process
- Neatstreets is not the best tool for ratepayers, councils opt for direct contact with Essential Energy
- An educational programme should accompany the release of the new app on June 30th
- What did they think of the proposed changes to the contestable design process?

1.3.3 Embracing new technologies and enabling smart communities

For embracing new technologies and enabling smart communities, the most interest was evident for solar lighting with decorative lighting essential for those councils with heritage environs.

- Support exists for the implementation of all five technologies, but further education could assist councils to move forwards
- Conversations suggest there is an opportunity for Essential Energy to drive smart technologies forwards
- Cost is the upmost consideration in smart technologies
- Solar lighting has the most interest with implementation occurring from 13/18 councils within the next five years. Solar lighting was acknowledged as costing councils less in the long term
- Decorative lighting is valued by many councils particularly for those with heritage towns
- Some developers are installing decorative lighting in subdivisions as a point of difference
- The implementation of Smart Streetlighting technologies was conceptually supported however in practice councils were experiencing problems moving forwards. Stronger leadership from Essential Energy in this area was seen as an opportunity
- Councils embraced the option proposed for an annual review of the AML

1.3.4 Transparent recovery of costs

For the transparent recovery of costs it was thought that Essential Energy needed to make a concerted effort to educate councils on how to read these bills.

- Bills are complex yet a more detailed breakdown is required
- Education on billing would assist councils
- Location and comparison with previous bills are considered vital missing elements

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1.4 Implications

- There was support for the principles developed – 'consistency' and 'timely' should be clearly encapsulated within the 'effective delivery' principle.
- A more detailed breakdown and clear explanation of the MCW items and feasibility fees should be considered
- Training should be provided on the new defect reporting tool when it is introduced
- There is much interest by councils in the implementation of new technologies. This provides an opportunity for Essential Energy to offer more education and guidance to councils on this roll out
- There is support for the proposed annual review of the AML
- Essential Energy should consider whether further itemisation and transparency in billing can be provided

Phase 3 will be focussed on measuring Council preferences for costed options for inclusion in the regulatory proposal.

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2. Background and Objectives

Essential Energy builds, operates and maintains one of Australia's largest electricity distribution networks, providing electricity to regional, rural and remote NSW, and parts of southern Queensland. It covers 95 percent of NSW that is 737,000 square kilometres with 183,612 km of powerlines.

As a government owned entity the business is regulated by the Australian Energy Regulator (AER), and every five years it must present a Proposal to the AER which outlines its investment plans, the costs to deliver those plans and the proposed prices that customers will pay. The Proposal for 2024-2029 is due to be submitted to the Australian Energy Regulator (AER) for review and approval in January 2023.

Essential Energy is committed to placing customers and stakeholders at the centre of everything it does. Therefore, in order to develop its proposal, the business has adopted a comprehensive engagement program to identify customers' needs and priorities.

Essential Energy's approach to engagement for the previous proposal (2019-24) received considerable praise from the AER and customer representative groups, as well as winning the Energy Networks Australia and Energy Consumer Australia (ECA) 2018 award for consumer engagement. In a constantly evolving environment, there is a desire to build on this and do even better for the next one.

Woolcott Research and Engagement, with the assistance of ERM (previously KJA) were commissioned to develop and conduct the customer and stakeholder engagement program for the 2024-29 proposal.

The programme developed has been extensive, and it was felt that a specific engagement with Councils was necessary to address the area of Public Lighting.

Woolcott Research developed a separate engagement programme for this area of service delivery.

2.1 Background

The Public Lighting Stakeholder Engagement Forums follow on from the Public Lighting Survey conducted by Woolcott Research and Engagement in April 2022 on behalf of Essential Energy. For the second online forum a total of n=18 councils participated in an active discussion facilitated by Woolcott Researchers. Small breakout rooms enabled further probing for details and opinions. The intention of the engagement was to collaborate with Local Councils to co-develop the regulatory proposal for the 2024-2029 regulatory period.

2.2 Objectives

The objective of the engagement program is to ensure the views and expectations of Essential Energy's diverse customer base are accurately and meaningfully reflected in the business's 2024-29 Regulatory Proposal, such that it is capable of acceptance and approval by the AER.

The goals of the engagement program as a whole are:

- To identify and understand all issues that are important to customers.
- To involve customers in decisions that affect them.
- To understand their individual perspectives on matters relating to Essential Energy's business.
- To distill technical concepts from the electricity industry in a way that can be more easily understood by the general public.

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As an adjunct to the Engagement program, Essential Energy wished to include a dedicated Public Lighting component.

2.3 Objectives of the Public Lighting Engagement

Public Lighting services are deemed an alternative control service and are hence regulated by the AER. To help feed into the submission Essential Energy wished to engage Public Lighting representatives from Councils to obtain input into the key areas of the upcoming submission.

Specifically, the objectives of the second phase of the Public Lighting engagement forum were to:

- Present a summary of the findings from the phase 1
- Finalise the key principles for the development of the Public Lighting submission
- Inform Councils of developments in specific areas of interest and to increase knowledge and awareness
- Set expectations for future engagement

2.4 Public Lighting Engagement Programme

The engagement program for Public Lighting consists of:

- A online survey of Local Council representatives
- Three forums with Local Councils to be held in April, May and June (this report relates to the second of those forums)

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3. Forum Findings

3.1 Introduction and Principles Play Back

Participants were reminded of the key themes and principles generated from initial discussions in Phase 1 and were asked if these were a true representation of their views and opinions. There was a general agreement from the participants with only a few exceptions mentioned.

"I think they reflect the comments of the last session and all that we raised." – Council Participant

"It looks reasonable." – Council Participant

"I don't have any concerns about that." – Council Participant

"99% of our lighting has been upgraded so we're good to go." – Council Participant

Of the few additions expressed, the first was the need for the inclusion of consistency as a sub-heading under the first two items – collaboration and effective delivery of public lighting services. It was felt by some participants that clear and consistent direction needed addressing including consistency of approved assets, and consistent and uniform approval of Public Lighting across the state.

"There's a lack of consistency in the smart communities' enablement." – Council Participant

Another suggestion from a participant related to timing around infrastructure with the need for a timely response to be somehow encapsulated within the effective works and service delivery principle, although this was acknowledged as potentially unrealistic in the current climate of supply chain delays.

"I would like a more timely response in there but I know that trying to get a certified designer in Council is hard at the moment." – Council Participant

In these initial conversations, communication was once again tabled as an issue that needs attention, in particular educating the public in terms of who is responsible for the various Public Lighting components. The theme of being able to identify a dedicated resource and/or contact person for when issues arise, strongly emerged, emphasising the findings from the first forum.

"The frustration I've got is from who is responsible for what component – usually for the ratepayers it's council that fixes everything but even to the extent of should I send staff out at night to highlight which lights are out and which are operational? There's a whole lot of things that create issues." – Council Participant

"Communication – I get it because some of these are quite elderly, so they don't have the Neatstreets app and possibly directing them to the webpage is not appropriate either." – Council Participant

"Actually, it's always better to have someone you can talk to and then you build up that rapport and have the history, it makes it easier for both parties." – Council Participant

When each breakout group was asked to rank their priorities and supply an explanation for their choices, the outcomes reflected cost as the major factor for council consideration. By way of feedback, Essential Energy was praised for their attempts to collaborate with councils on the issue of cost.

> *"I think cost is the key aspect for most councils, I think there's been a fair bit of collaboration within council with Essential Energy." – Council Participant*

There was mention that smart technology was not one of the top priorities for councils relative to cost, and the importance of service delivery was ranked by one breakout group as the second most important priority.

> *"Smart technology is not something councils highlight as a high priority in relation to spending funds." – Council Participant*

> *"Providing a service and effective delivery of that service is probably second." – Council Participant*

3.2 Effective Delivery of Public Lighting Services

This small group session involved a presentation from Essential Energy relating to the reduction in the time frame for Glare Shield installation. Councils were happy with this outcome even if their municipality had not yet implemented glare shields, as they saw it as a positive step forward in effective service delivery. It was thought the effect of this reduction in timeframe would have a positive ripple effect to customers. However, it wasn't always thought to be a big pain point for councils.

> *"Definitely agree, the shorter the better. With the new lights we've had a few issues where lights have lit up front bedrooms and lounges so from 270 days to 60 days, that's good!" – Council Participant*

> *"I personally think it's a great idea to cutback timeframes. At CGRC we haven't had to implement anything at this stage but at least it's positive to hear their lead-time had been cut dramatically so that will make the customers happy." – Council Participant*

> *"It's not a big pain point for me, I don't get lots of glare complaints but obviously 270 was not an acceptable service level." – Council Participant*

> *"60 days is better than 270, we are moving forwards and that is great." – Council Participant*

Following on from this, participants were asked for their thoughts on the proposed standardisation of the Minor Capital Works Program rates and process. Facilitators probed council participants for their views on the benefits of moving to this model and the likelihood they were comfortable with the resultant cost. Acceptance was mixed with transparency and breakdown once again emerging as a theme, with some councils requesting more information before giving unreserved approval.

> *"I think the MCW model is good. We have just started to engage with that and use it for a couple of small things we needed to do. It is good to have some pricing guidance. I would like to see a little bit more of how that is built up." – Council Participant*

> *"I would like to see the fine print so to speak. It does give us a bit of guidance so I can inform council about the possible prices. Standardised costing is helpful in that way." – Council Participant*

On the positive, one council declared they had gone to market and selected an ASP for Public Lighting but that they would have benefitted from this model for its more structured guidance. While other councils affirmed that this modelling helped to reduce the "grey areas" and could add certainty to financial forecasting.

*"We certainly weren't paying these prices so this would be a much better outcome if this was the case."
– Council Participant*

"Having figures would help us review that this is the cost associated with that, which would help us budget." – Council Participant

"The value of having a fee structure is it makes it easier if you are doing a grant application." – Council Participant

"It's obviously swings and roundabouts in costs, but it provides a bit of certainty." – Council Participant

There was also an acknowledgement from councils that there is always variation in costs irrespective of utilising this type of modelling, as some components are difficult to categorise. One council complained the modelling only partially solved issues and expressed concern for the lack of a consultation process.

"There is always going to be the difficult projects that pull us all up. An indigenous village at the edge of town connected to the network want to put in extra lights. They are on a TSR, and they want councils to sign off on it. It would be great to have figures to say it would cost you this much but there are so many unknowns - ifs, buts and maybes - there are always going to be items that don't fall into these lovely MCW categories." – Council Participant

"It's solving some of the problem but not all of the problem. The linkage between asset inventory and billing is an issue. To bring in asset systems without real consultation means there could have been an alternative approach that could've been better." – Council Participant

One breakout room were in consensus that the feasibility fees were justified as a cost to council.

"The feasibility fees seem reasonable." – Council Participant

While other councils seemed to need more clarity when it came feasibility fees, with further explanation required. There was confusion and concern in the way categorising items could potentially trigger cost hikes.

"I would like more explanation about the feasibility assessment fees. So, you would incur that as well if you are removing CAT D? I was told I needed to do a level 3 design to remove a light. I get concerned how things fall into categories and trigger pricing." – Council Participant

"I'm not sure charging the feasibility assessment is fair as it depends if it is double dipping." – Council Participant

Comments on the Neatstreets App reflected that it falls short as an ideal tool for ratepayers with evidence that direct contact with Essential Energy is preferred. There was hope expressed for an improved tool.

"Neatstreets I have used, but we often have a better result being a ratepayer and calling Essential Energy direct rather than going through Neatstreets as a council. If there is a better tool that would be great." – Council Participant

When questioned about the new defect reporting tool scheduled to go live on June 30th, opinions were positive but conditional on the roll out of an in-depth education programme.

"I think anything that is going to help maybe direct a bit of traffic flow from council to Essential or make it more user friendly is a bonus, I guess we'll find out once it's launched on 30th June and we get that

feedback. It's obviously been a bit of an issue as they have looked at it, so it might lighten the load from a customer service aspect, and it will certainly lighten the load from a council perspective." – Council Participant
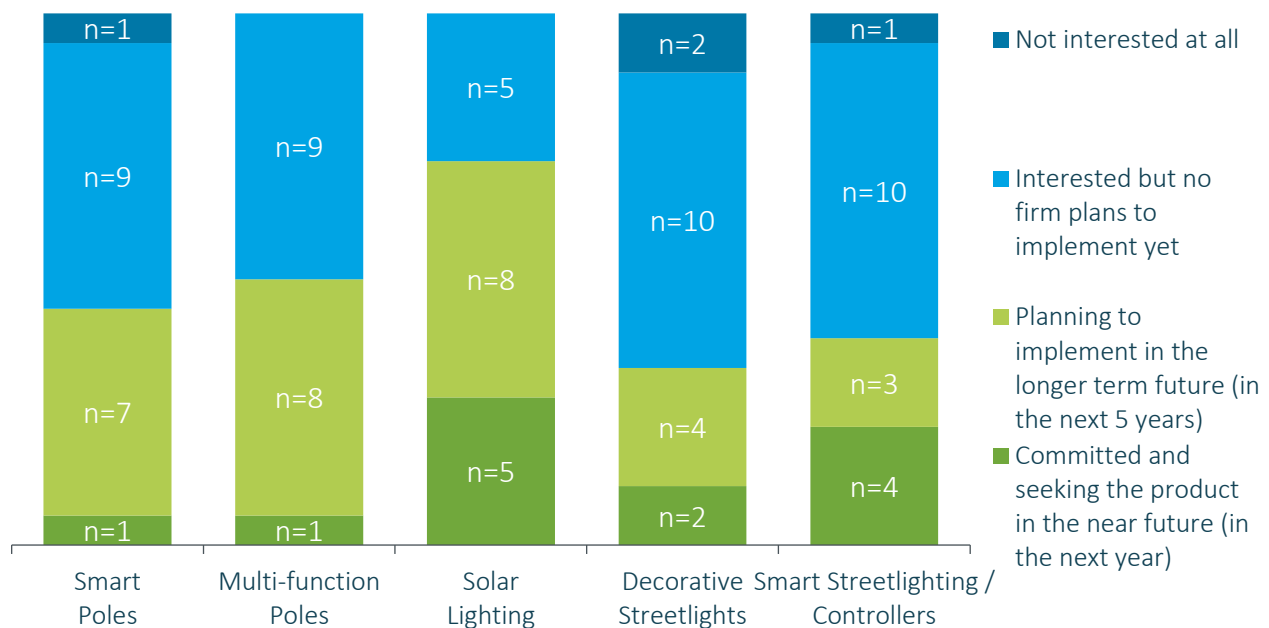
"As long as Essential Energy is going to do a wide and in-depth education programme with the general public. We've got to start somewhere and as time goes you keep improving, so fingers crossed this delivers what they're chasing and helps us out as well." – Council Participant

3.3 Embrace New Technologies & Enable Smart Communities

Participants were presented with information on the non-standard approval process, the annual review of the AML and introduced to examples of new public lighting equipment. They were also delivered a vision of the SMARTS streetlighting journey. This discussion section required participants to poll on their council's position on their interest and prospective introduction of five public lighting technologies that enable smart communities.

The following graph represents the findings from all five polls. As can be seen below, there was much interest in all of the technologies. Planning was the most advanced for solar lighting with 13 of the 18 councils stating that they were planning to install it in the next 5 years. Indeed some had already introduced this technology.

Figure 1: Combined findings from polling

Q: Where on the following scale does your council sit for each of the technologies listed?
Base: All Council participants who voted (n=18)

When these results were displayed to participants following the poll, comments reflected an opportunity for Essential Energy to drive these smart technologies forward with heightened leadership.

"All sorts of different things are happening. There is real potential for co-ordination and leadership from Essential Energy. That is a very clear message I got from the polling results that many would do it in the next five years if there was the right direction and leadership from Essential Energy." – Council Participant

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3.3.1 Smart Poles

Although there was support for smart pole technology, it was common for participants to confuse these with multi-function poles, clearly indicating education is required to assist councils in further decision making.

"Is smart poles a marketing term? What is the difference between smart and multi-function? – Council Participant

"What is the difference between a smart pole and a multi-function pole? Smart poles are more intuitive, but they are one and the same really." – Council Participant

Of the eighteen councils polled, only one had fully committed to a roll out, with seven planning to implement the technology in the next five years. Nine councils were interested but had no fixed plans to implement smart pole technology and one council expressed no interest at all.

"We're only just in the early phase of rolling out the new LED streetlights, we've discussed smart technology but unfortunately it was cost that stopped us from progressing with that." – Council Participant

"We've looked at it but we haven't got any plans set in concrete, we're getting some redevelopment done in the CBD so it could be incorporated into those larger upgrades." – Council Participant

3.3.2 Multi-function Poles

As mentioned, there was confusion between smart poles and multi-function which may explain polling results, with 50% of participants stating an interest but with no plans for implementation in the future.

Many councils stated the benefits of multi-function poles, one of which was to reduce the total number of poles required in a busy urban setting. The polling statistics were further emphasised by positive conversations in the breakout rooms conveying interest, but with no committed plans to date.

"You can use the multi-functional poles, so you don't have to install more poles. There are a lot of poles in the CBD and if you can reduce the number of poles, it makes sense." – Council Participant

"I think a lot of councils have taken this on board already and the appetite is there for it." – Council Participant

"That is interesting, the cost of one pole versus five poles, the cost of one is better." – Council Participant

"It's probably a reduction in cost to have one pole that can do five things. You don't want a street full of poles, but we don't have a big number of poles where that is going to be relevant." – Council Participant

"In Bourke we have not done anything yet, but we would be interested in hanging banners in the main street so maybe multi-functional poles would be good down the track." – Council Participant

On the flip side of this argument, cost was seen by one council as a deterring factor to implementation of multi-function poles.

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"We're currently looking at two new housing subdivisions but like all councils, money is extremely tight and we'd like to put in the technology and have multi-use poles but it falls down to the dollar." – Council Participant

3.3.3 Solar Lighting

This technology received the most favourable responses from council participants, with thirteen out of eighteen stating solar lighting technology would be implemented within the next five years. Five councils were already in consultation and sought to implement these within the next year. All eighteen participants were engaged in embracing this technology as a future option for their community.

Discussions in the breakout rooms further emphasised the positive polling results with some councils relaying their experience with current solar lighting installations in parks and others affirming the importance.

"We've got some solar lights in a couple of parks in Queanbeyan, I think they've been there for many years, so we'd be interested in looking at them. As far as I know they're doing their jobs." – Council Participant

"We have this in certain locations where the cost of running the streetlighting infrastructure is prohibitive – in laneways and things like that." – Council Participant

"Some councils are doing new subdivisions with solar lighting, it's a real opportunity as we could get lots of efficiencies." – Council Participant

"We would have a number of applications where solar lighting would be preferable particularly where it's pedestrian based, and you're not wanting it for the whole night." – Council Participant

"We'd certainly be interested in a number of solar lights where there's no mechanism for putting them in place – you may be able to put them off a building." – Council Participant

It was considered problematic to install solar lighting within some areas with durability mentioned as a cause for concern. Other participants more positively stated that installation would eventually lower the cost to council in the long term.

"We've got a lot of pathways that trying to put solar into would be problematic, but we see solar streetlighting as a positive way of stepping forward, even if they are utilised as filling lights." – Council Participant

"I think there's a limit on the durability, how long it's going to last for." – Council Participant

"Yes, there's minor maintenance but I see solar as a process where the cost to council should be less long term after the initial purchases." – Council Participant

3.3.4 Decorative streetlighting

Councils were more familiar with decorative streetlights than the other four technologies discussed although polling results showed interest was higher than affirmative action.

Many councils stated that decorative lighting was already present in heritage settings, so conversations in the breakout rooms were positive. Opportunities were expressed for innovative ways in which to implement smart lighting into the decorative features to attract tourism in particular.

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"A lot of us already have them and it is the opportunity to makes them as smart and LED enabled as possible that is key." – Council Participant

"You can see enormous scope for lighting to be used innovatively, it is enabling people's heritage." – Council Participant

"The developers tend to ask for this, so their areas look a bit different." – Council Participant

"Over the last couple of years, we've upgraded the main street and decorative lighting has gone in which has been fantastic. It's something we would definitely consider for other areas." – Council Participant

"We have a couple of heritage towns, Braidwood is one of our main ones and there are plenty of decoratives out there that we could get on the same system for sure, so we'd be interested." – Council Participant

A small amount of concern was tabled in relation to the amount of light shed by decoratives although it was suggested there were attempts being made to address this issue.

"One of the concerns was looking at the amount of light shed, the ones that Essential Energy have displayed there are probably more effective in their distribution of light, the ones where there's a straight pole with a light at the top are probably giving light out to the community but not in the places where it's needed. So that's something that needs to be considered and I think it's being addressed." – Council Participant

3.3.5 Smart streetlighting with Smart Controllers

Overall, the concept of introducing smart streetlighting was supported but polling revealed there are no firm plans to implement these from more than half the councils polled.

Breakout room discussions emphasised issues with cost, but also embraced the opportunity to integrate different technologies into the one streetlight. The timeline of roll out was a pain point for some councils.

"From my perspective, having that technology gives us options of potentially putting cameras on there for security, having our lighting dimmed at set times so we're not using as much energy, but it's been a cost issue to start with so maybe in 5 years we could be looking at trialling these in some locations." – Council Participant

"You'd have to have a business plan to justify these – that's the only way we could move forward." – Council Participant

"It is a good idea, but it is long term. We can't change it overnight." – Council Participant

Stronger leadership and guidance from Essential Energy was thought to be required before councils could proceed with decision-making.

"We need more leadership from Essential Energy to guide councils." – Council Participant

"We went to market as the Southern Lights Group with an EOI but the latest directional change has just happened recently so we're now regrouping. We were on a journey, but we are not on it anymore, so we are now looking for other potential ways to get it happening." – Council Participant

3.3.6 Proposed annual review of AML

Lastly, the discussion in this breakout related to gathering participants thoughts on the proposed annual review of the AML and the option to introduce new items mid period. Responses were noticeably positive.

> "There's an advantage to having an annual process that brings everything together, considers it in a single process rather than having lots of things moving around, drawing all those ideas in and allowing a number of changes together rather than individually is beneficial." – Council Participant

> "It's good to have this open on the table and transparent, we have a number of discussions with ROCS." – Council Participant

3.4 Fair and Transparent Recovery of Costs

Participants were asked for their feedback on the componentised billing and billing transparency and there was a range of appraisal with some comments indicating that complexity with interpretation and time consumption are major issues.

> "This is a step in the right direction that allows me to better verify billing." – Council Participant

> "Personally, I haven't seen a bill before but in general I think it is a good idea to have it itemised." – Council Participant

> "I have heard that it is difficult to read and understand and councils don't have the time to trawl through the bills to work out if they are correct." - Council Participant

> "It was imagined that this would potentially make it easier." – Council Participant

There was also a call from Public Lighting representatives for further itemisation to enhance transparency, particularly when reporting back to council. It was suggested that location be added to the bill as well as a breakdown of costs rather than a blanket figure attributed to each item.

> "It's a great idea itemising it the way they are however I'd like a bit more information whether or not that's an additional attachment. For example, if they say they've done maintenance on how many luminaires, if they've replaced how many brackets rather than just a figure, obviously you do question some of the accounts and I don't think there's enough transparency from that perspective." – Council Participant

> "When you go in front of council those questions are certainly asked, the numbers are certainly there but if they could break it down it would be so much better." – Council Participant

> "When we do get an invoice, I'd like to know where and does it correlate with the reports that have come through. For example, we'd have a report to say these lights have been replaced, we'd like to know it it's been done. Certainly, having a location and I get it if you have 100 locations it's a bigger invoice but that's the information that would allow us to put A to B." – Council Participant

> "It is a step in the right direction, and it does help to see that breakdown but there is more work to be done in terms of comparisons with previous billing periods and further breakdown." – Council Participant

"I need Essential Energy to do a better job of communicating how the report relates to the invoice, some training in that. I'm sure that a lot of people don't even know that there is that separate billing report. It arrives at a different time." – Council Participant

One council was completely content with the current billing system and had no complaints to raise with Essential Energy.

"I have no issue in the way the reports are presented currently. They are fine." – Council Participant

4 Implications

There was support shown for the principles that have been developed from the Phase 1 forums. Feedback provided by participants highlighted that consistency and timely should be clearly encapsulated within the 'effective delivery' principle. Cost is a key focus for councils and should be considered by Essential Energy in the development of the proposal.

In terms of the issues discussed:

- A more detailed breakdown and clear explanation of the MCW items and feasibility fees should be considered
- Training should be provided on the new defect reporting tool when it is introduced
- There is much interest by councils in the implementation of new technologies. This provides an opportunity for Essential Energy to offer more education and guidance to councils on this roll out
- There is support for the proposed annual review of the AML
- Essential Energy should consider whether further itemisation and transparency in billing can be provided

Phase 3 will be focussed on measuring Council preferences for costed options for inclusion in the regulatory proposal.

Appendices

Appendix: Phase 2 Forum Agenda

Project:	Essential Energy – Regulatory Proposal 24-29 Public Lighting				
Event:	Public Lighting Forum with Local Councils Phase 2 (Zoom)				
Details:					
Dates:	Monday 30 May	Time:	3-5pm	Duration:	2 hours
Forum objectives:	• To present a summary of the findings from Phase 1 • Finalise the key principles for the Public Lighting submission • Explore key topics in further detail				

Time	Session details	Responsibility	Materials
3.00-3.05pm (5 mins)	**Welcome and guidelines for the session** • Welcome and thank for coming back • Structure of the session • Guidelines	WR Lead Facilitator	PPT slides
3.05 – 3.10pm (5 mins)	**Introduction** • Acknowledgement of Country • Executive Message	EE – Justin Hillier	PPT slides
SECTION 1: INTRODUCTION & PRINCIPLES PLAY BACK			
3.10 – 3.15pm (5 mins)	**Presentation 1: Playback of principles, themes from Phase 1** • Quick overview Workshop 1 • Replay Principles	EE -Ben Thomas	PPT slides
3.15 – 3.25pm (10 mins)	**Breakout group discussion: Response to Principles and other Information Provided** **IMPORTANT: REMEMBER TO RECORD THE SESSION** *Introduce yourself and say you will be the breakout facilitator for this evening.* *Introduce any EE or other observers and say that they are there just because they are very interested to hear their thoughts and ideas tonight. If there are any questions that we think might help the discussion then they might be able to answer them.* *Explain that the recording is just for our reporting purposes (to check we have presented their feedback accurately) and is not provided to Essential Energy.*	WR Facilitators	Show principles slide

	Quick introduction: *Each participant to introduce themselves – name, Council they are representing, role in relation to public lighting.* • Response to the principles – agreement/any changes required? • Which are the priorities in terms of principles and why? • Response to the key themes EE has identified to date. Are we missing anything ?		

Section2 EFFECTIVE DELIVERY OF PUBLIC LIGHTING SERVICES

3.25-3.35pm (10 mins)	**Presentation 2:** • Glare shields timeline • Minor capital works program • Streetlight reporting tool • Customer service – what EE are doing in the ASP space to improve customer service for Councils	EE-Ben Thomas	

3.35-3.50 pm
 	
(15 mins)
	Breakout group discussion:
	
	• What are your thoughts on the proposed standardised MCW rates & process?
	    o What do you see as the benefits of moving to this model?
	    o Are you comfortable that EE charges like this (charges would be aligned with time and effort, traffic control costs etc)?
	    o Do you think it is fair that EE charges for the feasibility assessment?
	• What are your thoughts on the reduced time frame for Glare Shield installation?
	    o Do you agree with the timeframe?
	• Any comments on contestable works processes & Streetlight Reporting tool?
		WR Facilitators	

3.50-3.55pm (5 mins)	**SHORT BREAK**		

Section 3 EMBRACE NEW TECHNOLOGIES & ENABLE SMART COMMUNITIES

3.55-4.10 PM	**Presentation 3:**	Hamish Wheatley	PPT SLIDES

EXPERIENCE | INNOVATION | INSPIRATION

(15 mins)	• Non-standard approvals process & introduction of annual review of AML • Introduce examples of new Public Lighting eqpt. • SMARTS streetlighting journey & Education		
4.10-4.15pm (5 mins)	**Polling: New technologies** **Where on the following scale does your council sit for each of the technologies listed?** **1. Smart poles** • Not interested at all • Interested but no firm plans to implement yet • Planning to implement in the longer term future (in the next 5 years) • Committed and seeking the product in the near future (in the next year) **2. Multi-function poles** • Not interested at all • Interested but no firm plans to implement yet • Planning to implement in the longer term future (in the next 5 years) • Committed and seeking the product in the near future (in the next year) **3. Solar lighting** • Not interested at all • Interested but no firm plans to implement yet • Planning to implement in the longer term future (in the next 5 years) • Committed and seeking the product in the near future (in the next year) **4. Decorative streetlights** • Not interested at all • Interested but no firm plans to implement yet • Planning to implement in the longer term future (in the next 5 years)	WR Lead Facilitator	

EXPERIENCE | INNOVATION | INSPIRATION

	• Committed and seeking the product in the near future (in the next year) **5. Smart streetlighting/controllers** • Not interested at all • Interested but no firm plans to implement yet • Planning to implement in the longer term future (in the next 5 years) • Committed and seeking the product in the near future (in the next year)		

4.15-430
(15 mins)
	Breakout group discussion: Embrace new technologies & enable SMART communities
	
	• What is the usefulness of [insert from list below in order] and the benefits it will provide to your Council? *Note: make sure they discuss each of the technologies and don't just jump straight to smart streetlighting.*
	   o Smart poles
	   o Multi-function poles
	   o Solar lighting
	   o Decorative streetlights
	   o Smart streetlighting/controllers
	• How far down the path is your Council in implementing [insert from list] and why? Any future plans?
	• Do you have any feedback on the proposed annual review of AML & the option to introduce new items mid period?
	
	• Response to SMART streetlighting –
	
	-Have any Councils got any feedback on the message they've heard to date
	-Are any Councils working with Vendors presently on A SMART streetlighting solution for their Private network.
		WR Facilitators	

Section 4 FAIR & TRANSPARENT RECOVERY OF COSTS			
4.30- 4.40pm (10 mins)	**Presentation 4:** • Componentised billing has been introduced • Bills Explained & quicker resolutions for credits • Charges build-up & discuss global factors	EE- Andrew Hillsdon	PPT slides

EXPERIENCE | INNOVATION | INSPIRATION

24	• Where to from here		

4.40 - 4.55pm
 	
(15 mins)
	Breakout group discussion: Fair & Transparent recovery of Costs
	
	• Do you have any feedback on the Componentised billing & billing transparency?
	    o Do you think the bills are clear?
	    o How could they be made clearer?
	    o Do you need more information about how to interpret the bills?
	• Do you have any feedback on the breakdown of pricing? How do you want it presented?
		WR Facilitators	

4.55- 5.00pm (5 mins)	Thanks and close • Set expectations for future engagement, what to expect, how to engage.	WR Facilitators	
CLOSE			

EXPERIENCE | INNOVATION | INSPIRATION

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Public Lighting Engagement with Local Councils – Phase 2

Essential Energy

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